

UTAH CLICKS and YOU

BABY YOUR BABY and the ONLINE APPLICATION SYSTEM

November 2010

TABLE OF CONTENTS

Topic	Page #
Text plus Utah Clicks screen shots (Figures)	
I. Overview	5
II. The Consumer Side	6
General Instructions	6
Figure #1-General Instructions	6
A. Utah Clicks Home Page	7
Figure #2-Utah Clicks Home Page	7
B. Create an Account	8
Figure #3-Create an Account	8
C. Account Created	9
Figures #4-Account Created Page	9
D. Your Household	10
Figure #5-Your Household	10
E. Setup Household	11
Figure # 6a-Personal Information	11
Figure #6b-Personal Information, cont.	12
Figure #6c-Marital Status & Relationships	13
Figure #6d- Add Another Person & Persons in Your Household	14
F. Select Persons	15
Figure #7-Select Persons	15
G. Select Services	16
Figure #8-Select Services	16
H. Selecting Applications	16
I. Screening Questions	17
Figure #9 – Screening Questions	17
Figure #10 – Select Applications	18
Figure #11-Fill Out Applications	18
Figure #12-BYB-SSN & Citizenship	19
Figure #13-BYB-Income & Household Info.	20
Figure #14-BYB-Individual Medical Info.	21
Figure #15a-BYB-Household Insurance Info.	22
Figure #15b-BYB-Household Insurance Info.-cont.	23
J. Submitting an Application Electronically	24
Figure #16-Quesitons Complete Submit Application	24
Figure #17-Electronic Submission Instructions	25
Figure #18a-Choosing an Office-Office List	26
Figure #18b-Choosing an Office-Send My Application	27
Figure #19a-Electronic Signature-Confirm Office-HIPAA Policy	28
Figure #19b-Electronic Signature-Submit My Application	29
Figure #20a-BYB Next Steps	30
Figure #20b-BYB Next Steps, Cont.	31
K. Finishing the Application Process	32
Figure #21-Account Home	32
Figure #22a-Application Status	33
Figure #22b-Application Status, cont.	34
III. The BYB Worker Side	34
A. Levels of Access	34

B.	Getting Access to the System	35
	Figures #23-Utah Clicks Home Page	36
	Figure #24-Sample Baby Your Baby Worker Account Page	37
C.	Assigning Applications for Office Managers	38
	Figure #25-Unassigned Applications (Non-archived)	38
D.	Your Inbox for Office Managers	39
	<u>Getting to your inbox:</u>	39
	Figure #26-Office Administration-Baby Your Baby-Your Office	39
	Figure #27-Applications for ...	40
	<u>Navigating you inbox</u>	40
	<u>Viewing an applicant's Baby Your Baby Application</u>	41
	<u>Assigning applications to other workers</u>	41
E.	Managing an Application for Office Managers and Intake Workers	41
	Figure #28a-Manage Application	42
	<u>Applicant Information</u>	42
	<u>Application status – Changing an applicant's status</u>	42
	Figure #28b-Manage Application- Changing an Applicant's Status	43
	<u>Approved Applications:</u>	45
	Figure #29-Application Resolution	45
	Figure #30 Manage Application – Final resolutions status	47
	<u>Help! I just selected the wrong resolution status</u>	47
	<u>Completing the Pink Card</u>	48
	Figure #31 Pink Card	49
	<u>Add Notes:</u>	50
	Figure #32-Add Notes and Archive/Unarchive	50
	<u>Application History:</u>	51
	Figure #33-Application History	51
	<u>Archiving/Unarchiving Applications:</u>	51
	Figure #34-Results of Archive Search	52
	Figure #35-Unarchiving Applications	53
	<u>Reassigning Applications to Another Office</u>	53
	Figure #36a-Reassign Applications to Another Office	54
	Figure #36b- Reassign Applications to Another Office	55
F.	SEARCHING FOR APPLICATIONS	55
	<u>Searching the Archives</u>	55
	Figure #37-System Search - Archive Search	56
	<u>Applicant Search</u>	57
	Figure #38-Applicant Search	57
G.	SPANISH APPLICATIONS	57
H.	REPORTS	58
	Figure #39-Statistical Reports for (your district/agency's name)	58
	Figure #40-Baby Your Baby Reports – Reports Available	59
	Figure #41-Sample Baby Your Baby Report	59
IV.	IMPLEMENTING UTAH CLICKS	60
	Four Possible Scenarios #1 and #2	60
	#1 An online application is submitted to your office with no previous contact with the applicant	60
	#2 A woman calls for an appointment, completes an application	

	online and submits it to your office	60
	#3 A woman arrives in your office (or calls for a phone appointment) for her BYB appointment without submitting an online application	61
	#4 A woman hand-carries in an application she did online but printed out rather than submit it electronically	61
V.	REMINDERS	62
VI.	APPENDICES	62
	A. <u>CONTACTS</u>	62
	B. <u>YOUR UTAH CLICKS ACCOUNT, ENGLISH</u>	63
	C. <u>YOUR UTAH CLICKS ACCOUNT, SPANISH</u>	65

I. OVERVIEW

Utah Clicks, an online application system, was developed to provide another means for women* to apply for some state programs. It is hoped that the ease of the online system will encourage women to make application thereby improving access to the involved programs. The following programs are currently available through this web-based online system: Children with Special Health Care Needs, Baby Watch/Early Intervention, Early Head Start, Head Start and Baby Your Baby (BYB). Other programs may be added in the future.

Women may make application online in either English or Spanish for the above programs through any computer with Internet access including computers in most public libraries around the state. Once a woman has completed an online application, she may submit it electronically to an appropriate agency or print out her completed application and take it to the office she has selected.**

The BYB site receiving an electronic application can either print out the application and continue to process it as if it were a standard paper application or can process the application online including submission to Medicaid. The BYB worker can also go online and complete an application on behalf of the applicant, submit it to that office, manage it and then submit it electronically to Medicaid. An applicant can hand-carry into her local BYB office an application she completed online and printed out. At the BYB office the information on the application will need to be re-entered into Utah Clicks unless the applicant is willing to have the BYB worker enter her user name and password and submit the application to that office. Otherwise, the application will need to be managed as a standard paper application. Paper applications will still be accepted and should be utilized if the system is down. Application for BYB can also be done by phone including entering an online application on behalf of a client. Proof of pregnancy must be received in order to complete determination of eligibility. This can be accomplished through receipt of a faxed, mailed or hand delivered copy of the client's pregnancy test on the letterhead of the agency that performed the test. It must be a CLIA certified or CLIA waived lab.

Utah Clicks simply provides another means for a woman to make application for BYB. Only determination of the start date for BYB eligibility has been altered by the online process. In the past, the start date was always the date the Baby Your Baby worker completed the application for the woman in the office. With the online process, it is possible for a woman to electronically submit her application days or weeks before it is actually reviewed and approved whether in person or by phone. Therefore, the start date for BYB eligibility now begins the date you receive a completed, eligible application AND you have a copy of the applicant's proof of pregnancy. Until both of these requirements are met, eligibility cannot be determined. Do not use as the start date for eligibility the date the application was submitted online as that could result in an unfairly shortened period of presumptive eligibility. Otherwise, **all of the rules and regulations that have previously governed the Baby Your Baby Program remain unchanged.** For information regarding BYB policy, please use the *Baby Your Baby Provider Manual*. The manual can be found online on the Maternal and Infant Health Program's website at: www.health.utah.gov/mihp. On the home page, click on "Providers and Educators" and scroll down to "Training". For more information on Utah Clicks, please contact the Utah Department of Health, Maternal and Infant Health Program nurse consultant (see "A. Contacts", page 62).

*Throughout this document, the applicant will be referred to as "the woman" or "women". However, any family member may make application for the programs within the Utah Clicks system.

**The various programs within the system may have different offices, policies and regulations. This manual will deal only with the policies and regulations that are associated with Baby Your Baby (Presumptive Eligibility for Prenatal Medicaid or PE).

II. THE CONSUMER SIDE

GENERAL INSTRUCTIONS

Throughout the application process, if the applicant does not understand a question, she can click on the small question mark icon by that question and a pop-up box with a more detailed explanation will appear. If the applicant has problems with the computer program (i.e., it will not load the next set of questions or a similar technical problem), there is a box in the upper right hand side of each page labeled “Technical Support”. If the applicant clicks on that phrase, a text box appears. She can explain her problem and it will be sent to the programmers. The applicant can also clear an incorrect response by clicking on “Clear My Answer” button beside the question needing editing (see Figure #1, page 6). Once the applicant has completed setting up her account, she can sign-out (log-off) at any time and her responses to that point will be saved and she can return to the system at a later time and complete her application. More detailed instructions on this process are under “B. Create an Account”, page 8. Applicants can be confident of the security of their information. Utah Clicks uses web encryption for all information sent over the Internet. Also be aware that the system will automatically sign a user off the system if there has been no activity for a prolonged period of time. If this occurs, the applicant or Baby Your Baby worker will need to return to the home page and sign in using the applicant’s user name and password. This feature helps secure the applicant’s information. However, any information that was being entered that had not been previously saved will be lost and will need to be re-entered.

Figure #1 General Instructions

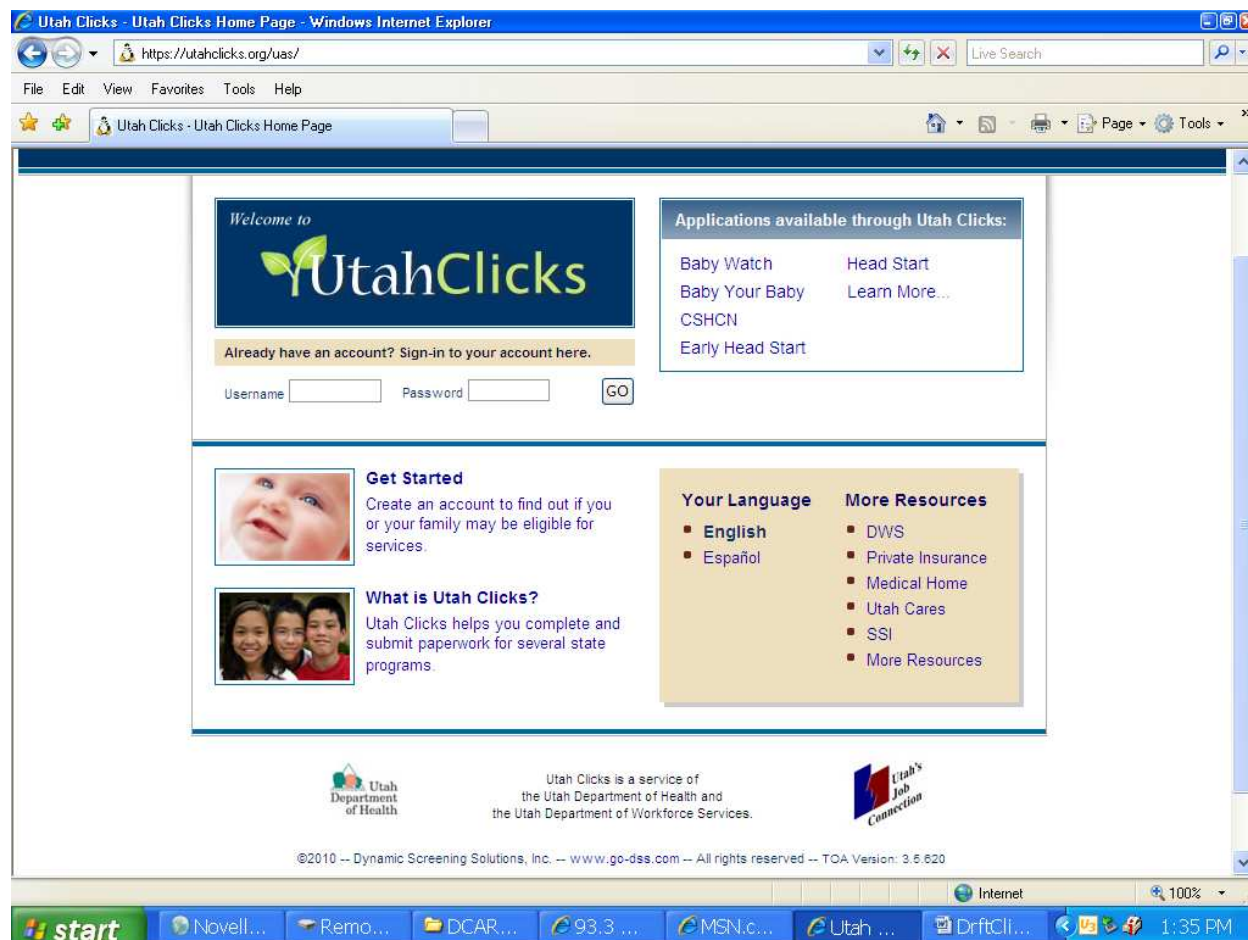
The screenshot shows a web browser window titled "Utah Clicks - Setup Household - Windows Internet Explorer". The address bar shows the URL: https://utahclicks.org/uasdemo/content/consumer/household_subsetup.cfm?ind=2. The page has a red header with the text "Utah Clicks DEMONSTRATION SITE" and a sub-header "Electronically submitted applications will not be processed. Click here to turn off this notice." Below the header, there is a navigation bar with links: "Sign-Out", "Account Home", "Edit Account", and "Technical Support". The main content area is titled "Setup Household" and contains a section for "Additional questions about Bridget V. Bardot:". Under this section, there is a "Marital Status:" question with a help icon. The options are: ☒ Married, ☐ Single, ☐ Divorced, and ☐ Widow/Widower. There is a "Clear my answer" link next to the options. Below this, there is a section titled "Identify Relationships" with a text input field showing "Richard A. Bardot is the Husband of Bridget V. Bardot". There is a "Save Information" button at the bottom of this section. The footer of the page shows the copyright information: "©2008 -- Dynamic Screening Solutions, Inc. -- www.go-dss.com -- All rights reserved -- TOA Version: 3.5.588".

A. UTAH CLICKS HOME PAGE

A woman may hear about Utah Clicks through several means. She may hear about it on the radio or TV, through a Baby Your Baby office, from print material or from her provider. Utilizing any computer with Internet access, the woman opens her Internet browser and enters the following Internet address (URL): www.utahclicks.org and is taken to the home page for Utah Clicks (see Figure #2, page 7). If she has already has an account in the system, she can simply enter her user name and password and click on “GO”. She will be taken to her private account page.

If the woman is new to the system, she can receive an explanation of any of the online programs by clicking on its name in the box on the right hand side of the home page. On the home page in the beige box, the woman can also select whether she wishes to complete the application in English or Spanish and/or link with other helpful resources. By clicking on the question “What is Utah Clicks?” (beside the picture of three children), the woman will receive a brief summary of the system. If she wants to make application for any of the programs, she simply clicks on “Get Started” (next to the baby picture) and is taken to a page entitled “Create an Account” (see Figure #3, page 8).

Figure #2 Utah Clicks Home Page



B. CREATE AN ACCOUNT

After clicking on “Get Started” on the home page, the woman is taken to a page entitled “Create an Account” (Figure #3, page 8). On this page, the applicant will need to enter a user name and password. User names must be at least 6 characters in length using only letters, numbers and underscores. They are case sensitive. Her password must be at least 7 characters long and include at least one letter and one number. It is also case sensitive. There is also a secret question to help the woman remember her password should she forget it. After entering her account information, the woman clicks on the “Create My Account” button at the bottom of the page. Once the applicant has created her account, she may sign-out (log out) at any point in the process and return to it at a later time. The information she has entered to that point will be saved. She will need to re-enter the system at the home page. At the top of the home page, under “Sign-in to your account,” the woman enters her user name, password and clicks the “GO” button (see Figure #2, page 7). She will be taken to her own account page.

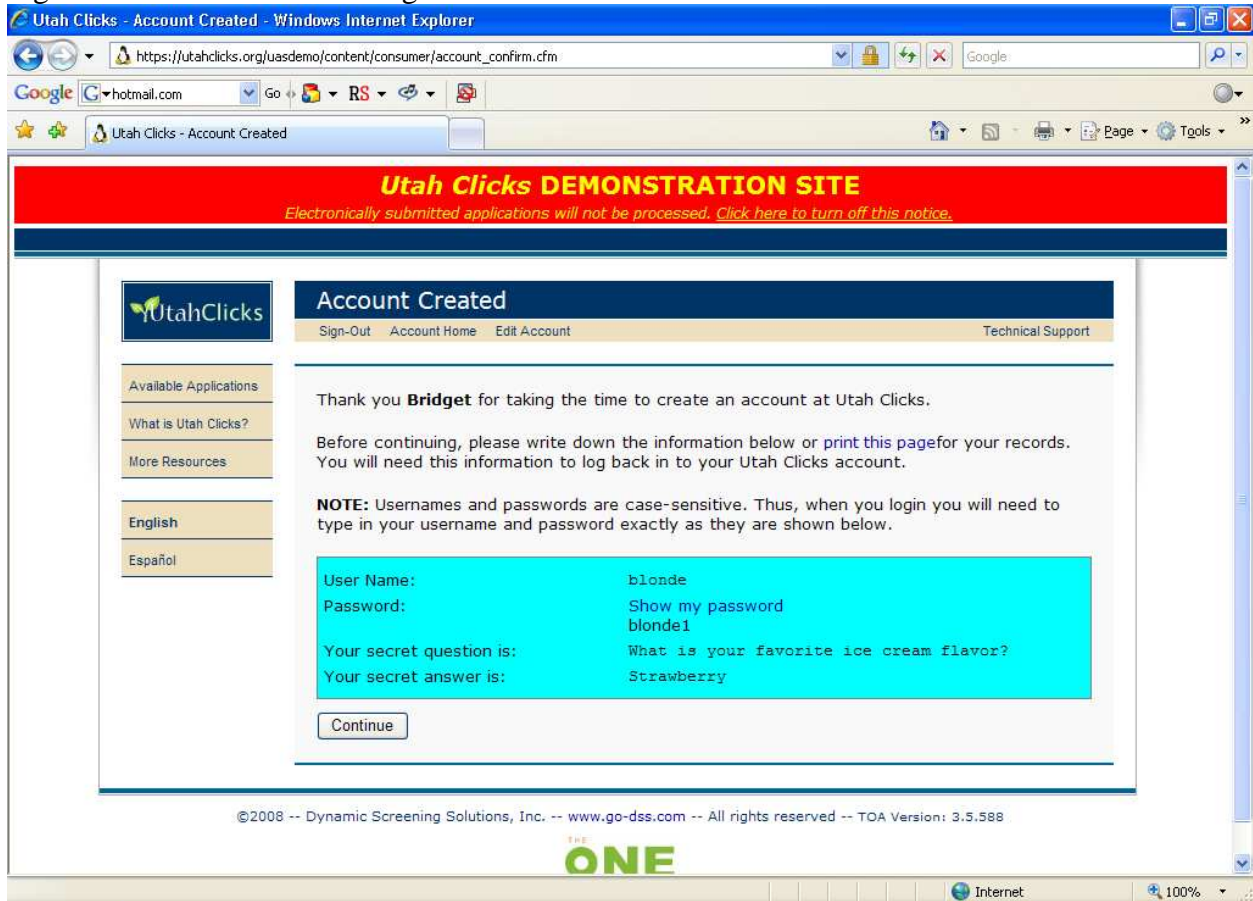
Figure #3 Create an Account

The screenshot shows the 'Utah Clicks - Create an Account' page in Microsoft Internet Explorer. The browser's address bar displays the URL: <https://utahclicks.org/uas/content/consumer/account.cfm>. The page features a sidebar on the left with links for 'Available Applications', 'Utah Clicks', 'More Information', 'English', and 'Spanish'. The main content area is titled 'Create a New Account' and includes a 'Sign-in' link for existing users. A yellow warning box states: 'The information you provide will not be given to anyone without your permission.' The form consists of three sections: 1. 'Create a New Account' with fields for First Name, Last Name, Email, and Confirm Email. 2. 'Account Sign-In' with fields for Username, Password, and Confirm Password. 3. 'Account Security' with a 'Secret Question' dropdown and a 'Secret Answer' text field. A 'Create My Account' button is located at the bottom right of the form. The Windows taskbar at the bottom shows the Start button, open applications (Novell Gro..., Training, BYB-UTCli..., Utah Click...), and the system clock at 3:56 PM.

C. ACCOUNT CREATED

After creating her account, the applicant will be taken to a page confirming creation of her account and summarizing her user name, password and secret answer (see Figure #4, page 9). The applicant should print this page for her records to assist her when she wants to return to Utah Clicks after signing-out. To move to the next page, the woman simply clicks on “Continue” at the bottom of the page.

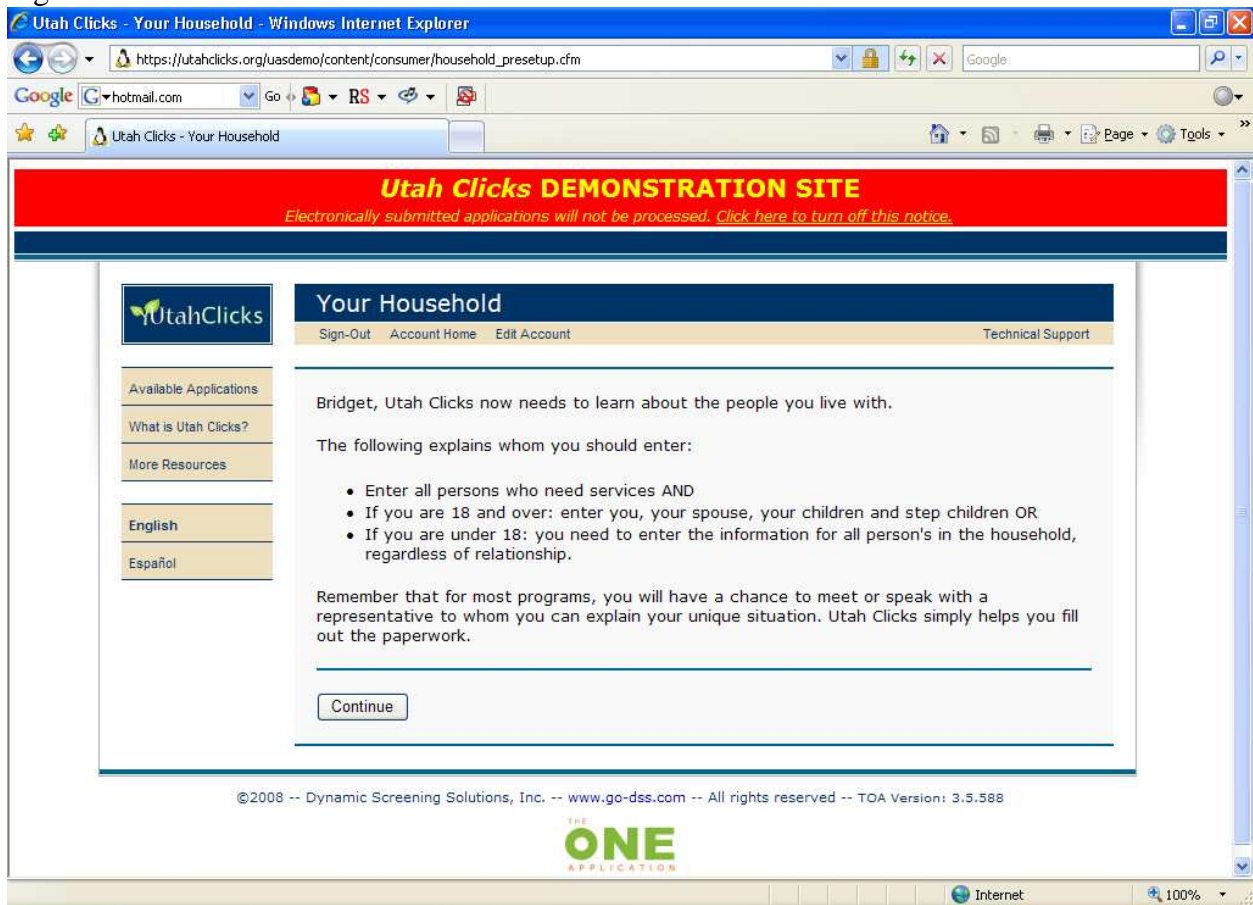
Figure #4 Account Created Page



D. Your Household

After receiving confirmation of creation of her account and clicking on “Continue” (see page 9), the woman is taken to a page entitled “Your Household”. It simply describes for the applicant who she needs to enter into the system. This section may include individuals in the household not usually counted on the Baby Your Baby application. Later in the process there are questions specific to household size as required for Baby Your Baby. However, the initial screening by the system is broader to determine whether or not there may be family members who need to be screened for possible eligibility for other programs in the system (see Figure #5, page 10). After reading the instructions and clicking on “Continue” at the bottom of the page, the “Setup Household” page appears (see page 11).

Figure #5 Your Household



E. SETUP HOUSEHOLD

It is on the Setup Household page that the applicant begins to enter household member information. It is suggested that she begin with the oldest member of the household first. After completing the information for each household member (as defined in the instructions), the woman clicks on “Add This Person” at the bottom of the page and a fresh “Setup Household” page will appear (see Figures #6a and 6b, pages 11 and 12). The applicant continues until all household members have been entered. By clicking on “Finished Adding Persons” at the bottom right of the page (see Figure 6b, page 12), the system will forward the applicant to the next set of questions. If the applicant needs to make a correction to a previous page, she simply clicks on “Go Back” at the bottom left hand side of the page and may then make the necessary corrections.

When entering birth dates for each family member, it is important to utilize the format noted to the right of the text box (see Figure #6b, page 12).

Figure #6a Setup Household-Personal Information

The screenshot shows a web browser window titled "Utah Clicks - Setup Household - Windows Internet Explorer". The address bar shows the URL "https://utahclicks.org/uasdemo/content/consumer/household_setup.cfm". The page has a red header with the text "Utah Clicks DEMONSTRATION SITE" and a sub-header "Electronically submitted applications will not be processed. [Click here to turn off this notice.](#)". The main content area is titled "Setup Household" and includes links for "Sign-Out", "Account Home", "Edit Account", and "Technical Support". On the left, there is a sidebar with "Available Applications", "What is Utah Clicks?", "More Resources", and language options "English" and "Español". The main form area contains instructions: "Using the form below, please enter the information for yourself and the persons in your household." and a note: "NOTE: Entering the eldest persons first will help Utah Clicks process faster and will save you time." Below this is a section titled "Which persons should I enter?" followed by a "Person Information" section. The "Person Information" section has four fields: "First Name:" (with a red note "(This question is required)" and the value "Richard"), "Middle Initial:" (with the value "A"), "Last Name:" (with a red note "(This question is required)" and the value "Bardot"), and "Suffix:" (with a dropdown menu showing "- Select -").

Figure #6b Setup Household-Personal Information Cont.

Utah Clicks - Setup Household - Windows Internet Explorer

https://utahclicks.org/uasdemo/content/consumer/household_setup.cfm

Google

Google C hotmail.com Go RS

Utah Clicks - Setup Household

Page Tools

Español

Person Information

First Name:
(This question is required)
Richard

Middle Initial:
A

Last Name:
(This question is required)
Bardot

Suffix:
- Select -

Birth Date:
(This question is required)
10/24/1985 Example: 05/24/1990 (mm/dd/yyyy)

Gender:
(This question is required)
☒ Male
☐ Female

Clear my answer

Add This Person

Go Back Finished Adding Persons

Internet 100%

After completing the “Setup Household” page for each family member, the next page will ask the marital status/relationship of each person. The applicant needs to click on “Save Information” button at the bottom of the page to move forward in the program (see Figure #6c Setup Household, page 13).

Figure #6c Setup Household-Marital Status & Relationships

Utah Clicks - Setup Household - Windows Internet Explorer

https://utahclicks.org/uasdemo/content/consumer/household_subsetup.cfm?ind=2

Utah Clicks DEMONSTRATION SITE

Electronically submitted applications will not be processed. [Click here to turn off this notice.](#)

UtahClicks

Available Applications

What is Utah Clicks?

More Resources

English

Español

Sign-Out Account Home Edit Account Technical Support

Setup Household

Additional questions about **Bridget V. Bardot**:

Marital Status: ?

☒ Married

☐ Single

☐ Divorced

☐ Widow/Widower

[Clear my answer](#)

Identify Relationships

Richard A. Bardot is the of Bridget V. Bardot

©2008 -- Dynamic Screening Solutions, Inc. -- www.go-dss.com -- All rights reserved -- TOA Version: 3.5.588

Done Internet 100%

When that information has been entered, the next page contains a summary of the information for that person under “Persons in Your Household”. If finished, the applicant clicks on the “Finish Adding Persons” button at the bottom right of the page. If there are more household members to be entered, she clicks on the “Add Another Person” button above the grey box labeled “Persons in Your Household”. She can also click on the “Go Back” button at bottom left of that page if she needs to return to the previous page to make corrections.

Figure #6d Setup Household-Add Another Person & Persons in Your Household

UtahClicks - Setup Household - Windows Internet Explorer

https://utahclicks.org/uasdemo/content/consumer/household_setup.cfm?al=1

Google

Google

UtahClicks - Setup Household

UtahClicks

Sign-Out Account Home Edit Account Technical Support

Available Applications

What is Utah Clicks?

More Resources

English

Español

✓ Richard Bardot was added to the household.

Using the form below, please enter the information for yourself and the persons in your household.

NOTE: Entering the eldest persons first will help Utah Clicks process faster and will save you time.

Which persons should I enter?

Add Another Person

Persons in Your Household

Name	Birth Date	Age	Gender:
Click the person's name to make changes.			
Richard A. Bardot	10/24/1985	22	Male

Go Back Finished Adding Persons

F. SELECT PERSONS

On this page the applicant selects those persons in her household in need of services (see Figure #7, page 15). If the Baby Your Baby worker is entering the information on behalf of the applicant, she should check only the pregnant woman as that will shorten the number of questions to which the applicant will need to respond. At a later time, the applicant can return to the “Select Persons” page and click on any other members needing services and determine other programs she might wish to apply for on their behalf.

Figure #7 Select Persons

Utah Clicks - Select Persons - Windows Internet Explorer

https://utahclicks.org/uasdemo/content/consumer/select_persons.cfm

Utah Clicks - Select Persons

Utah Clicks DEMONSTRATION SITE
Electronically submitted applications will not be processed. [Click here to turn off this notice.](#)

UtahClicks

Available Applications
What is Utah Clicks?
More Resources
English
Español

Select Persons
Sign-Out Account Home Edit Account Technical Support

Go back to [Household Setup](#)

Please select all persons that are needing any services:

☐ Select everyone in my household.
☐ Bridget V. Bardot
☐ Richard A. Bardot
☐ Barbie Bardot

[Save and Continue](#)

©2008 -- Dynamic Screening Solutions, Inc. -- www.go-dss.com -- All rights reserved -- TOA Version: 3.5.588

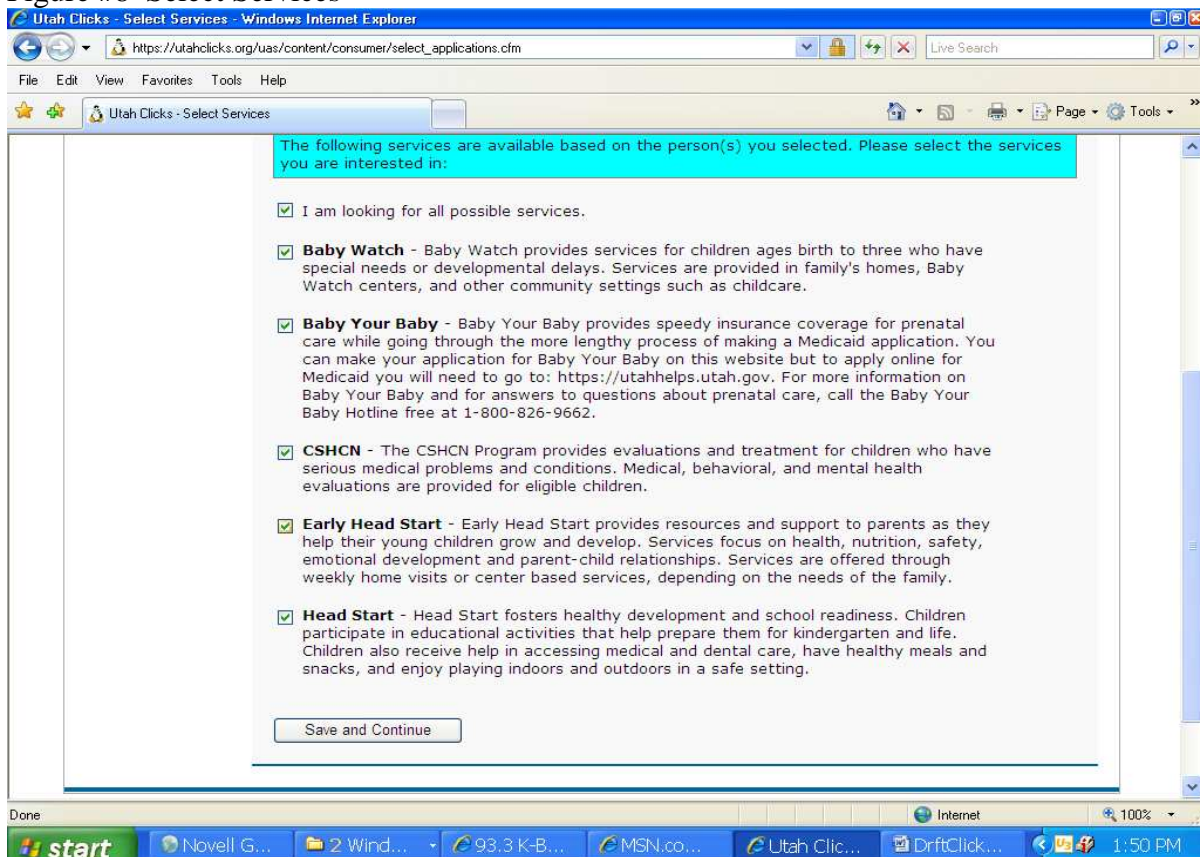
THE ONE

Done Internet 100%

G. SELECT SERVICES

This page allows applicants to select programs to apply for. When an applicant is entering information for herself, she can click on as many of the services as desired or simply click on the top square – “I am looking for all possible services”. The computer will then present questions that screen for all programs in Utah Clicks. Even if a particular program is not checked, the woman may still complete an application for it by placing a check mark in the box in front of the desired application. If the Baby Your Baby worker is completing the application on behalf of the applicant, only the box in front of “Baby Your Baby” should be checked. If the worker fails to unclick the other boxes, questions for the other programs that are checked will be included thereby slowing the process. Later the applicant can re-enter Utah Clicks using her user name and password, return to this page and check as many of the boxes as she desires. The more boxes checked, the more questions the applicant needs to answer. Note: information entered for any program in the system that is duplicated in another program will automatically populate other applications. For example: The name, address and income are entered for the Baby Your Baby application. The applicant also submits a Head Start application online. The name, address and income from the Baby Your Baby application will automatically fill the appropriate areas on the Head Start application. When the “Select Services” page is completed, click “Save and Continue” at the bottom of the page to move to the next set of questions (see Figure 9, page17).

Figure #8 Select Services



H. SELECTING APPLICATIONS

This section involves only one screen. It informs the applicant of the questions she is going to be asked. After reading the information, the applicant clicks on the “Continue” button at the bottom of the page to move on to the next section.

I. SCREENING QUESTIONS

In this section questions are presented related to Baby Your Baby eligibility. The first screen in this section asks whether or not the applicant is pregnant. To continue with the Baby Your Baby application process, obviously the applicant must respond that she is pregnant. Please note the information in the blue square. It informs women of the availability of 17-P, a drug that may reduce the risk of preterm delivery among women with a history of a previous preterm birth resulting from a singleton pregnancy. This message is repeated in the “Next Steps” page.

Figure #9 Screening Questions

UtahClicks - Screening Questions - Windows Internet Explorer

https://utahclicks.org/uas/content/consumer/question.cfm

File Edit View Favorites Tools Help

UtahClicks - Screening Questions

Sign-Out Account Home Edit Account Technical Support

Available Applications

What is Utah Clicks?

More Resources

English

Español

Go back to Previous Page of Questions

You have completed 0% of the screening questions.

Questions about Just Practice:

Have you had a baby born too early or too little? There is a drug called 17-P that may lessen your chance of having this happen again. 17-P needs to be started between the fourth and sixth months of your pregnancy. Call your doctor now to see if you should take 17-P.

Is Just Practice pregnant?

☒ Yes

☐ No

Clear my answer

Save and Continue

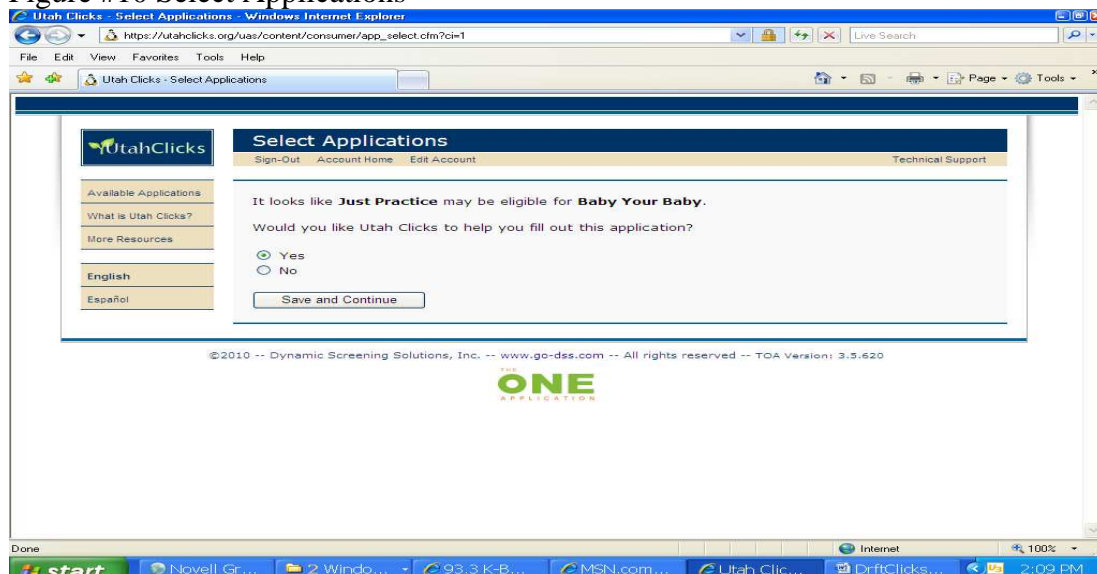
©2010 -- Dynamic Screening Solutions, Inc. -- www.go-dss.com -- All rights reserved -- TOA Version: 3.5.620

THE ONE APPLICATION

start Novell Gr... 2 Windo... 93.3 K-B... MSN.com... Utah Clic... DrftClicks... 1:56 PM

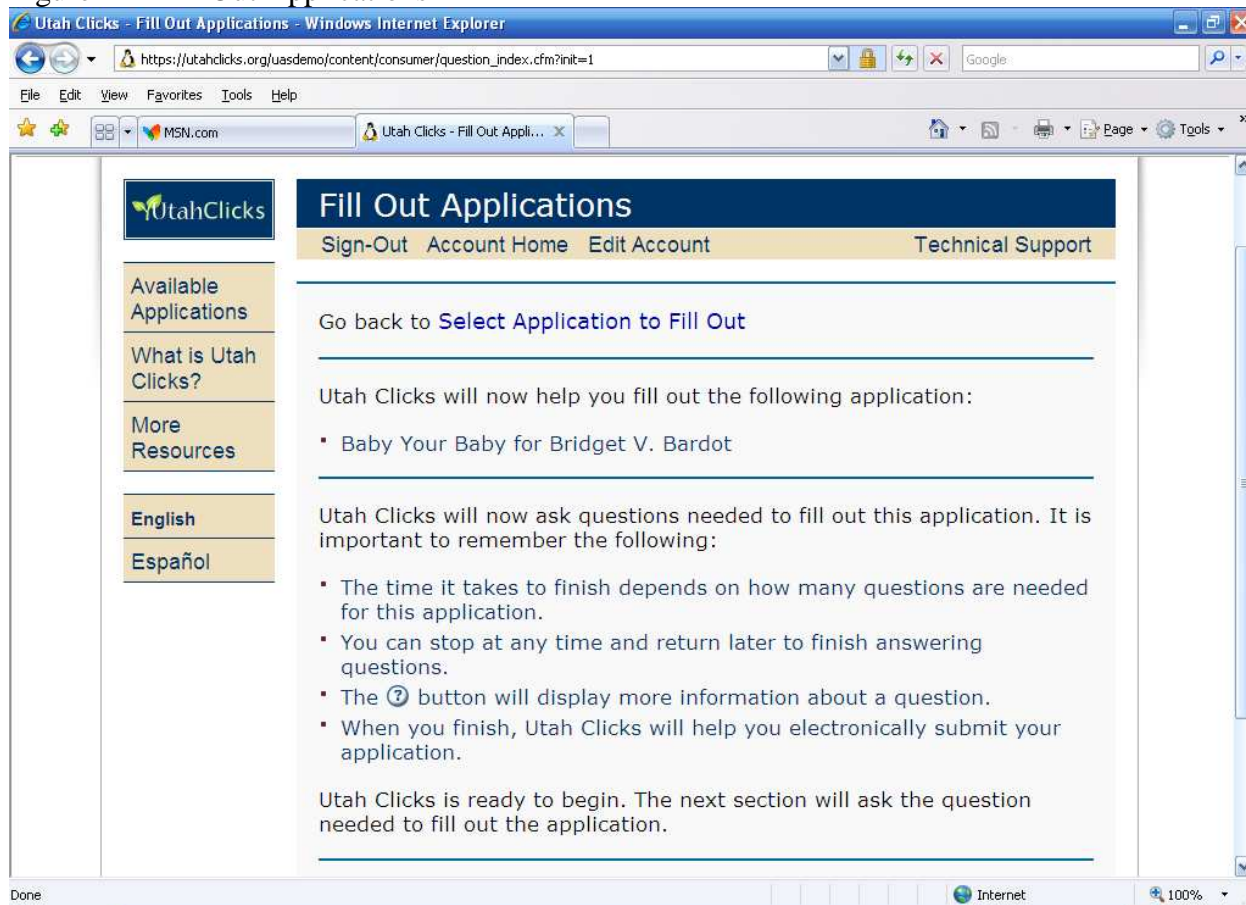
After establishing that the applicant is pregnant, the next screen asks the applicant if she wants Utah Clicks to assist her in completion of a Baby Your Baby application. The applicant clicks on the “Yes” button and then on “Save and Continue” at the bottom of the page (see Figure 10, page 18).

Figure #10 Select Applications



The next screen, “Fill Out Applications” explains the process involved in completing the Baby Your Baby application (see Figure #11, page 18). To move to the next screen, the applicant clicks on the “Begin Filling Out This Application” button at the bottom of the page (not shown in the example below).

Figure #11 Fill Out Applications



The next screen (not shown) has the same questions that are present on the paper format of the Baby Your Baby application with one exception: after entering the household address and phone

number (it is important to enter the phone number in the format indicated beside the text box for that question), the applicant is then asked where she heard about Baby Your Baby and is given a list of possible sources. The applicant clicks in the circle in front of the response appropriate for her situation. She is then asked if anyone in the household currently has insurance. After responding to that question, the applicant clicks “Save and Continue” at the bottom of the page to move to the next screen that asks questions specific to the applicant.

On the “Basic Information” page (see Figure #12, page 19), the social security number is entered without hyphens as indicated in the example to the right of the text box. If the applicant does not have a social security number (SSN), she can leave this text block blank. If the Baby Your Baby worker is completing the application on the applicant’s behalf and the applicant does not have a SSN, the worker may enter the program number (“dummy number”) that is assigned to the applicant.

If the applicant responds that she is a U.S. citizen, she simply goes on to the income section on that screen. If, however, she indicates that she is not a U.S. citizen, as indicated in the example below, a blue box drops down and asks whether or not the applicant is a “qualified alien”. By clicking on the question mark icon at the end of that question, an explanation of “qualified alien” is given (see Figure #12, page 19).

Figure #12 Baby Your Baby - SSN and Citizenship

The screenshot shows a web browser window titled "Utah Clicks - Application Questions - Windows Internet Explorer". The address bar displays the URL: <https://utahclicks.org/uas/content/consumer/question.cfm?pi=2&q=1>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The page content is organized into a sidebar on the left and a main content area on the right.

Sidebar:

- More Resources
- English
- Español
- Who's Applying for What?
 - Just Practice
 - Baby Your Baby
- Where am I?

Main Content Area:

Questions about Just Practice:

Basic Information

Social security number: Example: 111223333

Does Just Practice currently live in Utah and intend to continue living in Utah? ☒ Yes ☐ No [Clear my answer](#)

Is Just Practice a citizen of the United States? ☐ Yes ☒ No [Clear my answer](#)

If Just Practice is not a U.S. citizen, is he/she a qualified alien? [?](#)

A qualified alien is a person that has been lawfully admitted for permanent residence by BCIS (formerly known as INS) and has a Green Card.

☒ Yes ☐ No [Clear my answer](#)

Baby Your Baby Income and Household Information

Specific questions about the number of persons in the household and their monthly income.

Please count the total number of persons who are:

- The female listed above
- Household members (includes with kids)

The Windows taskbar at the bottom shows the Start button and several open applications: Novell, Remov..., DCAR..., 93.3 K..., MSN.c..., Utah C..., DrftCli..., and a clock showing 2:55 PM.

Continuing on down the screen, the household size determination criteria are the same as those in the chart on the back of the paper Baby Your Baby application. Income levels also match those on the paper application (see Figure #13, page 20). Utah Clicks automatically determines if the income for household size meets the financial eligibility requirements and will document whether or not the applicant meets those requirements on the Baby Your Baby application.

Figure #13 Baby Your Baby - Income and Household Information

The screenshot shows a web browser window titled "Utah Clicks - Application Questions - Windows Internet Explorer". The address bar shows the URL "https://utahclicks.org/uas/content/consumer/question.cfm?pi=2&qj=1". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The page content is as follows:

At the top, there is a "No" radio button and a "Clear my answer" link.

Baby Your Baby Income and Household Information

Specific questions about the number of persons in the household and their monthly income.

Please count the total number of persons who are:

- The female listed above
- Her legal spouse (living with her)
- Her unborn child(ren)
- Her children who are younger than 18 and are living with her
- Her step-children younger than 18 and are living with her

A question mark icon is next to the input field. The input field contains the number "3". An example text reads: "Example: If the female listed above has a legal spouse living with her and she is pregnant you would enter 3. (1 for the female, 1 for her spouse living with her, and 1 for her unborn child.)"

What is the total gross monthly income expected for those persons counted above. Include:

- The female listed above
- Her legal spouse (living with her)
- Her children who are younger than 18 that are living with her
- Her step-children younger than 18 that are living with her

A question mark icon is next to the input field. The input field contains the number "1500". An example text reads: "Example: Enter 1500 if the female above makes \$750 gross per month and her spouse living with her makes \$750 gross per month and no one else listed has a monthly income."

Individual Medical Information

Is Just Practice currently receiving Utah Medicaid benefits?

☐ Yes

☒ No

A "Clear my answer" link is located to the right of the radio buttons.

Has Just Practice ever been on Baby Your Baby before for THIS pregnancy? ?

The Windows taskbar at the bottom shows the start button and several open applications: Novell, Remov..., DCAR..., 93.3 K..., MSN.c..., Utah C..., DrftCLI..., and a clock showing 2:57 PM.

The “Individual Medical Information” also matches the paper application. After completing the information, the applicant clicks “Save and Continue” at the bottom of the screen to move on to the next set of questions (see Figure #14, page 21).

Figure #14 Baby Your Baby – Individual Medical Information

The screenshot shows a web browser window titled "Utah Clicks - Application Questions - Windows Internet Explorer". The address bar displays the URL: <https://utahclicks.org/uasdemo/content/consumer/question.cfm?pi=28&q=1>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar shows various icons for navigation and printing. The main content area displays a form titled "Individual Medical Information" in a blue header. The form contains four questions, each with radio button options for "Yes" and "No", and a "Clear my answer" link to the right of each question. The questions are: 1. "Is Bridget V. Bardot currently receiving Utah Medicaid benefits?" with "No" selected. 2. "Has Bridget V. Bardot ever been on Baby Your Baby before for THIS pregnancy?" with "No" selected. 3. "Is Bridget V. Bardot currently receiving assistance from the WIC program?" with "No" selected. 4. "Is Bridget V. Bardot currently on the Child Health Insurance Program (CHIP) or the Primary Care Network Program (PCN)?" with "No" selected. At the bottom of the form is a "Save and Continue" button. The browser's status bar at the bottom shows "Internet" and "100%".

Utah Clicks - Application Questions - Windows Internet Explorer

<https://utahclicks.org/uasdemo/content/consumer/question.cfm?pi=28&q=1>

File Edit View Favorites Tools Help

Utah Clicks - Application Questions

Individual Medical Information

Is Bridget V. Bardot currently receiving Utah Medicaid benefits?

☐ Yes

☒ No

[Clear my answer](#)

Has Bridget V. Bardot ever been on Baby Your Baby before for THIS pregnancy?

☐ Yes

☒ No

[Clear my answer](#)

Is Bridget V. Bardot currently receiving assistance from the WIC program?

☐ Yes

☒ No

[Clear my answer](#)

Is Bridget V. Bardot currently on the Child Health Insurance Program (CHIP) or the Primary Care Network Program (PCN)?

☐ Yes

☒ No

[Clear my answer](#)

[Save and Continue](#)

Internet 100%

The next screen requests information about insurance if the applicant indicated earlier in the process that she is insured. In some cases the applicant may know only that she is, or may be, covered by insurance and leave many of the fields blank (see Figure #15a, page 22). The Baby Your Baby worker needs to complete the health insurance information when interviewing the applicant. If the woman is unable to provide the information, the worker cannot issue the Baby Your Baby card and the woman will have to return to finish the application once she obtains the missing insurance information.

Figure #15a Baby Your Baby – Household Health Insurance Information

The screenshot shows a web browser window titled "Utah Clicks - Application Questions" with the URL <https://utahclicks.org/uasdemo/content/consumer/question.cfm?pi=3&q=1>. The browser is Windows Internet Explorer. On the left side, there is a navigation menu with the following links: "Clicks?", "More Resources", "English", "Español", "Who's Applying for What?" (with sub-links for "Bridget Bardot", "Baby Your Baby", and "Where am I?"), and "Where am I?". The main content area has a blue header with the text: "IMPORTANT: This group of questions is asking for information about **Household Health Insurance Information**, for which you may need to enter more than one item." Below this is the section title "Household Health Insurance Information" and the instruction "Please enter the following insurance information:". The form contains several text input fields: "Name of insurance company:" (with "Actors' Insurance Company" entered), "Phone number of insurance company:" (with "201-222-2222" entered and an example "801-555-1212" shown), "Policy number:" (with "B123456-25" entered), "Group number:" (with "700697-B" entered), and "Name of the policyholder:" (partially visible). The browser's status bar at the bottom shows "Internet" and "100%" zoom.

Utah Clicks - Application Questions - Windows Internet Explorer

<https://utahclicks.org/uasdemo/content/consumer/question.cfm?pi=3&q=1>

File Edit View Favorites Tools Help

Utah Clicks - Application Questions

Clicks?

More Resources

English

Español

Who's Applying for What?

Bridget Bardot

Baby Your Baby

Where am I?

IMPORTANT: This group of questions is asking for information about **Household Health Insurance Information**, for which you may need to enter more than one item.

Household Health Insurance Information

Please enter the following insurance information:

First, enter health insurance in which you or anyone in your household is currently enrolled.
Next, enter health insurance in which you or anyone in your household have available, but have chosen not to enroll.
Finally, enter health insurance in which you or anyone in your household had, but has ended within the past 6 months.

NOTE: Do not enter Medicaid, Medicare, CHIP, or PCN.

Name of insurance company:

Actors' Insurance Company

Phone number of insurance company: ?

201-222-2222 Example: 801-555-1212

Policy number: ?

B123456-25

Group number: ?

700697-B

Name of the policyholder: ?

Internet 100%

If the applicant is covered by more than one health insurance policy, she will need to click on the “Add Another Household Health Insurance Information” button at the bottom of the page and complete the information for the other policy(ies). When all insurance coverage has been added, the applicant clicks on “Continue” at the bottom of the page (see Figure #15b, page 23). Note that there is a summary at the bottom of the screen regarding the information entered for the household health insurance coverage.

Figure #15b Baby Your Baby – Household Health Insurance Information-cont.

employer:

If this insurance is provided by an employer, enter the employer's phone number: Example: 801-555-1212

Address of insurance company: Example: P.O. Box 111, 1240 S. Main, Salt Lake City, UT, 84106

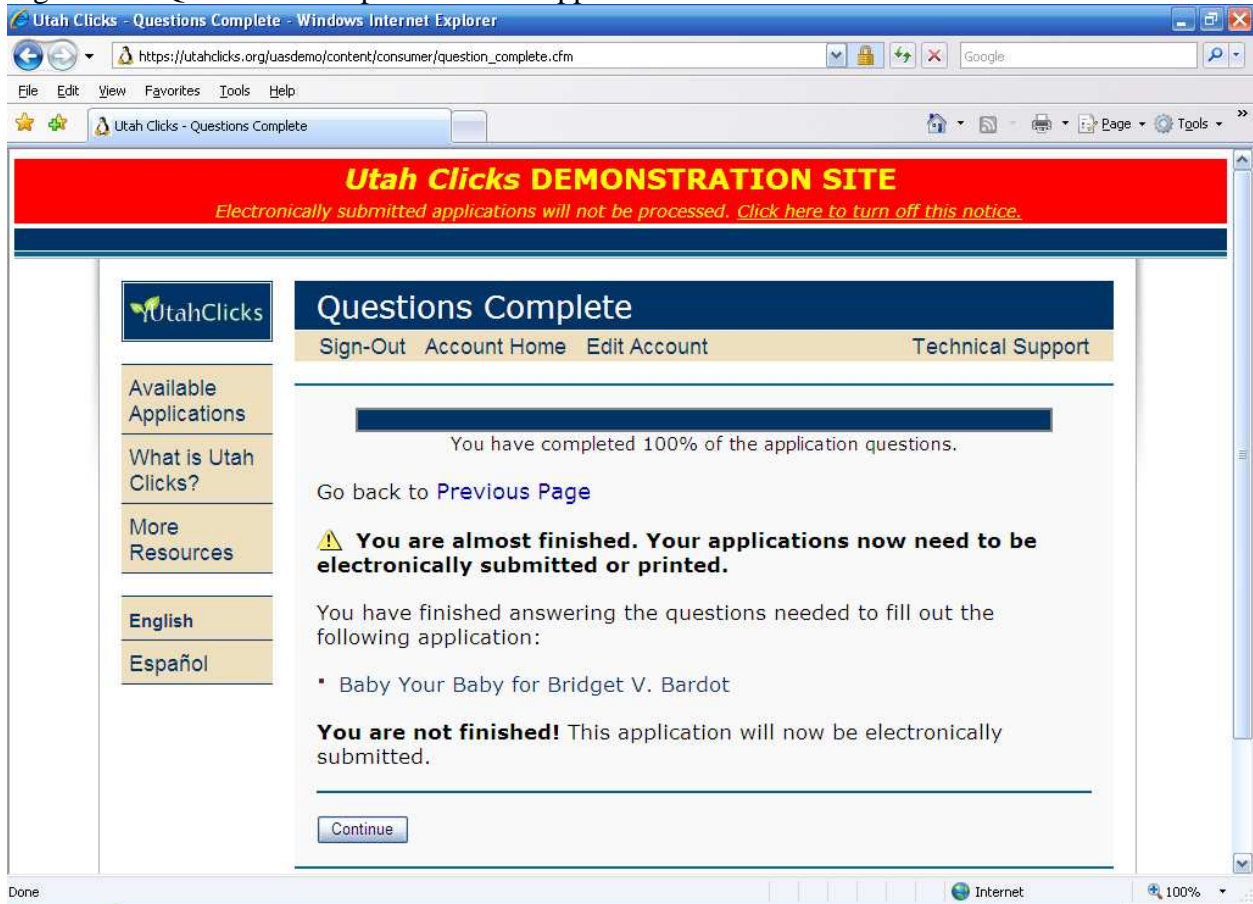
Items you have entered for Household Health Insurance Information

Question	Answer	Edit/Delete
Name of insurance company:	Actors' Insurance Company	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Phone number of insurance company:	201-222-2222	
Policy number:	B123456-25	
Group number:	700697-B	
Name of the policyholder:	Bridget Bardot	

J. SUBMITTING AN APPLICATION ELECTRONICALLY

After completing the screening questions, the next screen encourages the applicant to submit her application electronically (Figure #16 Questions Complete, page 24). Clicking on “Continue” at the bottom of the page, moves the applicant to the next page.

Figure #16 Questions Complete-Submit Application



The next screen explains to the applicant what she needs to do to submit her application electronically. At this point, she can click on “View Application” at the bottom of the screen and review her answers (see Figure #17 Electronic Submission, page 25).

An applicant is encouraged to print a copy of her completed application for her records. If she so desires, she can take a copy with her to a Baby Your Baby office rather than submit it electronically. However, the preferred method is electronic submission.

Figure #17 Electronic Submission Instructions



After the applicant clicks on “Continue”, she is taken to a screen that allows her to select the Baby Your Baby office to which she wishes to send her application.

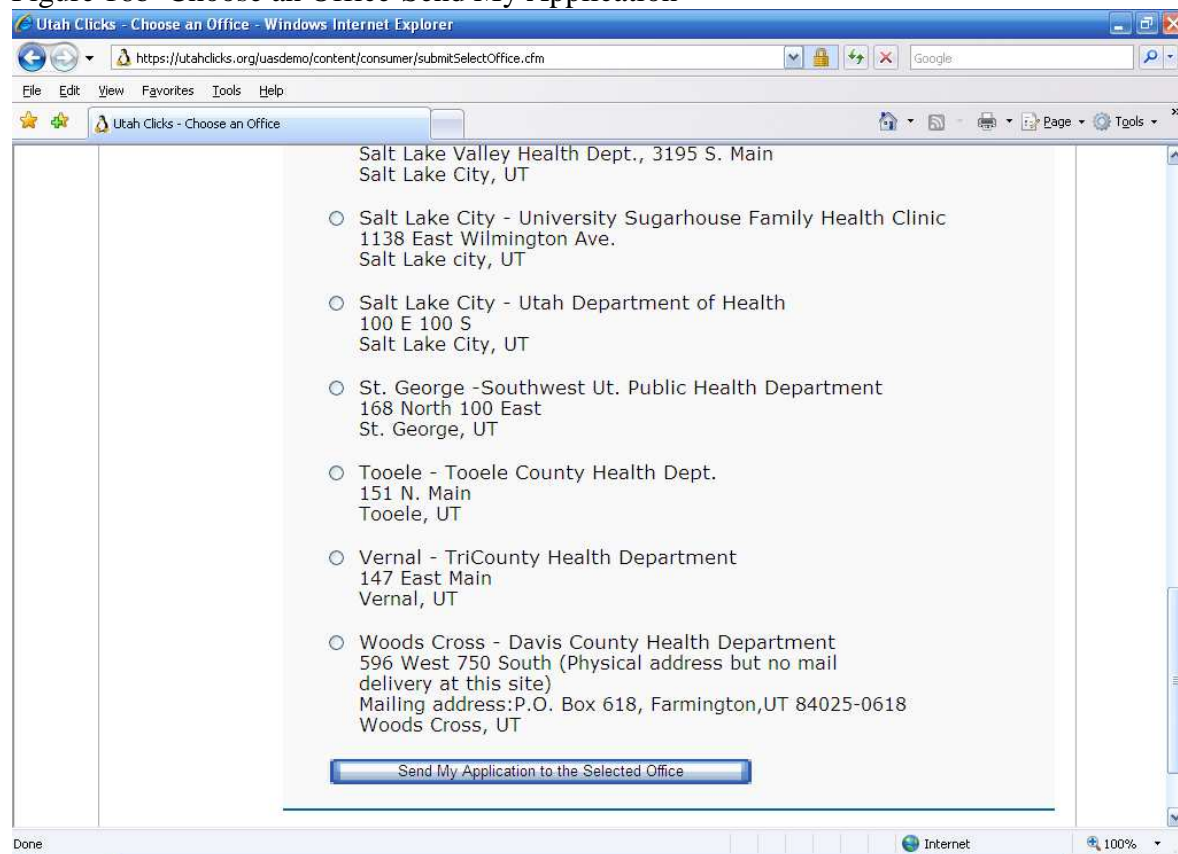
Figure #18a Choose an Office-Office List



Despite the notation at the top of the screen of her zip code, the applicant can submit her application to an agency outside of her zip code. The Baby Your Baby offices are listed in alphabetical order by city. Some offices only accept applications from women planning on receiving their prenatal care from that agency. That information is noted under the agency’s name. The applicant may submit her application to any Baby Your Baby office in the state, but generally, it is recommended to submit it to the office that affords her the easiest access. The applicant clicks on the button in front of the office she has selected (see Figure #18a, page 26). Note: If a Baby Your Baby worker is completing the application on behalf of an applicant, the application should be submitted to that worker’s office.

To actually send her application to the selected office, the applicant must click on the “Send My Application to the Selected Office” bar at the bottom of the screen. (see Figure #18b, page 27).

Figure 16b Choose an Office-Send My Application



The next screen is the area that includes the applicant's electronic signature (see Figure 19a, page 28). It also includes the Utah Department of Health, Medicaid's (Division of Health Care Financing) notice of privacy practices (HIPAA Policy). After reading the HIPAA Policy, the applicant must respond to the two questions at the bottom of the screen. The first asks if the applicant agrees to the HIPAA Policy statement and the second is basically the same as question number 13 on the paper Baby Your Baby application: "I have read or had read to me the statements on this page. I understand those statements and agree to the terms and conditions stated. I swear that the answers I have given are complete and correct. I am the person represented by the name typed below." The applicant then types her name in the text box below the statement. To finish the submission process, the applicant clicks on the "Submit My Application" button at the bottom of the page (see Figure #19b, page 29). The application is then automatically electronically submitted to the selected Baby Your Baby office.

Figure #19a Electronic Signature-Confirm Office & HIPAA Policy



After clicking on the “Submit My Application” button, a screen appears that informs the woman that her application has been successfully submitted (screen not shown).

Figure 19b Electronic Signature-Submit My Application

Utah Clicks - Electronic Signature - Windows Internet Explorer

https://utahclicks.org/uasdemo/content/consumer/submitESign.cfm

File Edit View Favorites Tools Help

Utah Clicks - Electronic Signature

To submit your application with an electronic signature, you must answer the questions below.

UTAH DEPARTMENT OF HEALTH, DIVISION OF HEALTH CARE FINANCING
NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU MAY ACCESS THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Effective: 04/14/2003

1) I have read, understand, and agree with the statement above:
☒ Yes, I have read, understand, and agree with the statement above
☐ No, I do not

Clear my answer

2) I have read or had read to me the statements on this page. I understand those statements and agree to the terms and conditions stated. I swear that the answers I have given are complete and correct. I am the person represented by the name typed below:

Bridget V. Bardot

Submit My Application

©2008 -- Dynamic Screening Solutions, Inc. -- www.ds-s.com -- All rights reserved -- TOA Version: 3.5.588

Internet 100%

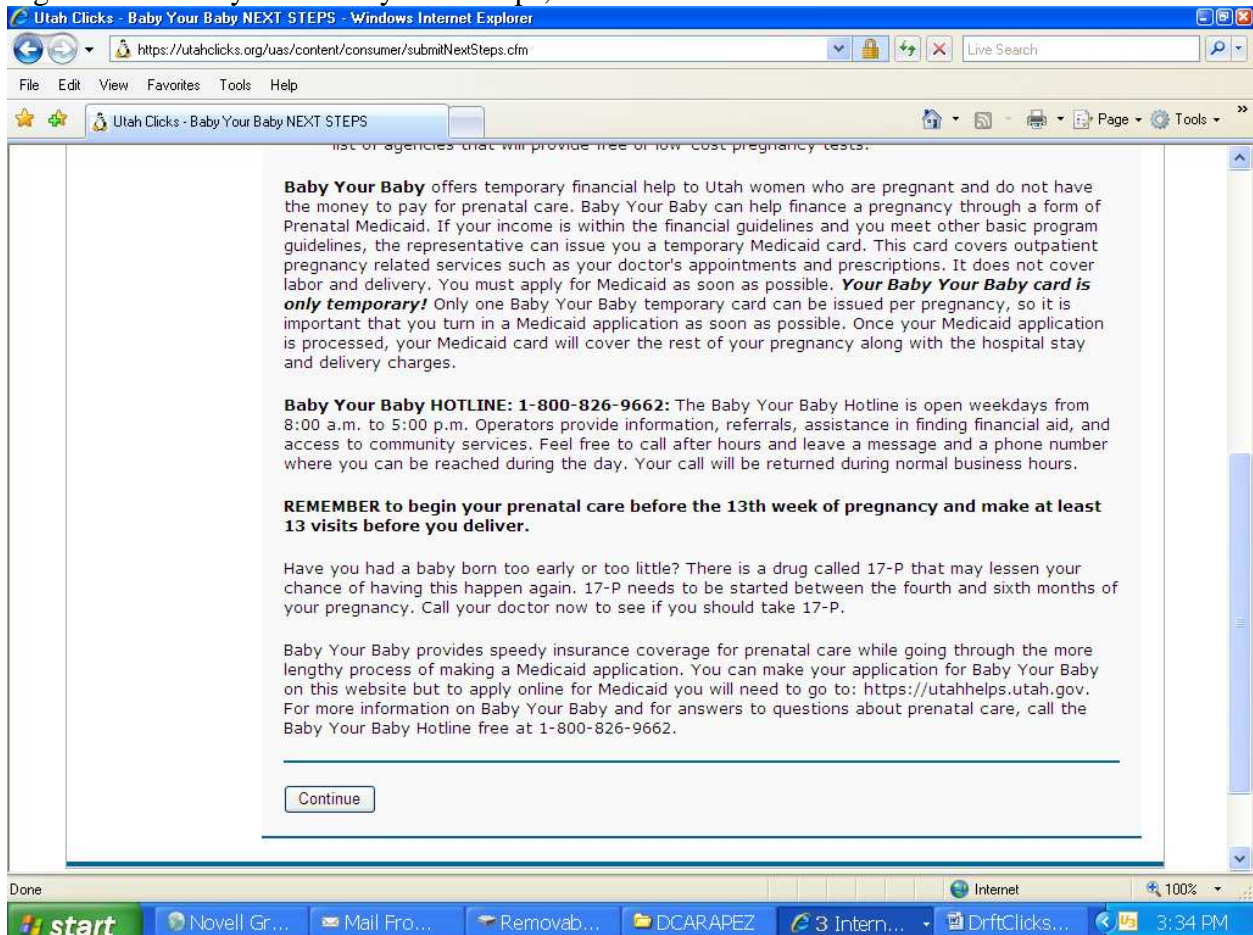
The “Baby Your Baby Next Steps” screen (see Figure #20a, page 30) follows confirmation of electronic submission of the application. “Baby Your Baby Next Steps” informs the applicant of what she must do to complete the application process. She will need to call the Baby Your Baby office to which she submitted her application to make an appointment to complete the application process. The information includes the name of the agency, the street address, phone number and fax number. This information is different for each of the Baby Your Baby offices. It is recommended that the applicant print this screen for her records. This screen also contains information on 17-P for women who have experienced a previous preterm birth from a singleton pregnancy.

Figure #20a Baby Your Baby Next Steps



At the bottom of the screen, the applicant needs to click on the “Continue” button (see Figure #20b Baby Your Baby, page 31).

Figure #20b Baby Your Baby Next Steps, cont.

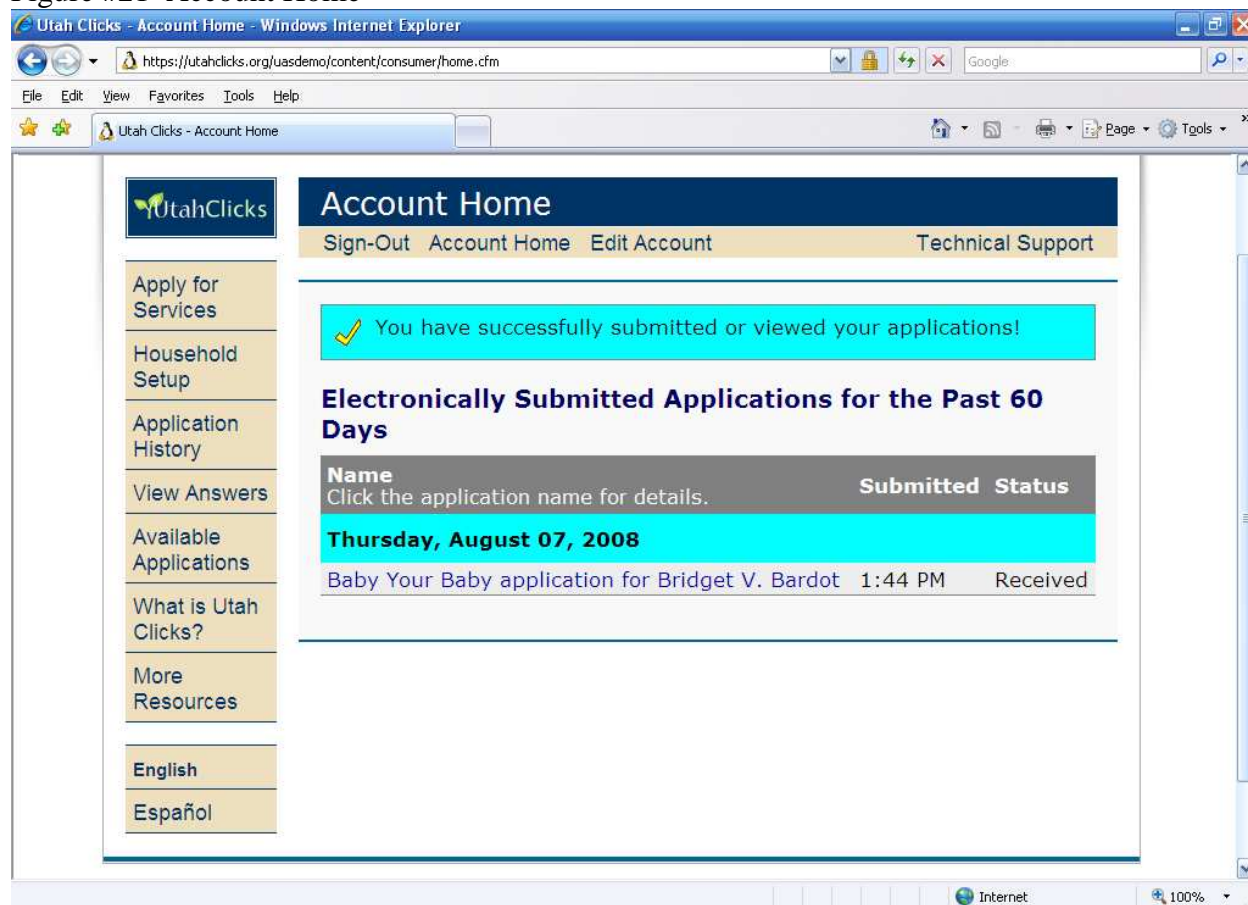


K. FINISHING THE PROCESS

The final application screen takes the applicant to her Account Home page (see Figure #21, page 32). On this page, the woman can sign-out, edit her account and access the portions of the application process listed in the tan left side bar. If the Applicant clicks on “Baby Your Baby application for (applicant’s name),” she is taken to the “Application Status” screen that summarizes the application process (see Figure #21a and Figure #21b Application Status, pages 32-33).

If the application was completed by a Baby Your Baby worker, give the applicant a copy of the user name and password assigned so she can enter her account page at a later time if needed.

Figure #21 Account Home



On the “Application Status” page (see Figures #22a and 22b, pages 33 and 34), the woman can view her application and a history of her application – date and location of submission, etc. Towards the bottom of the screen is a repeat of the information on her “Baby Your Baby Next Steps” page including the agency’s name, address, fax and phone numbers. She can then sign out– the online Baby Your Baby process is complete.

Figure #22a Application Status

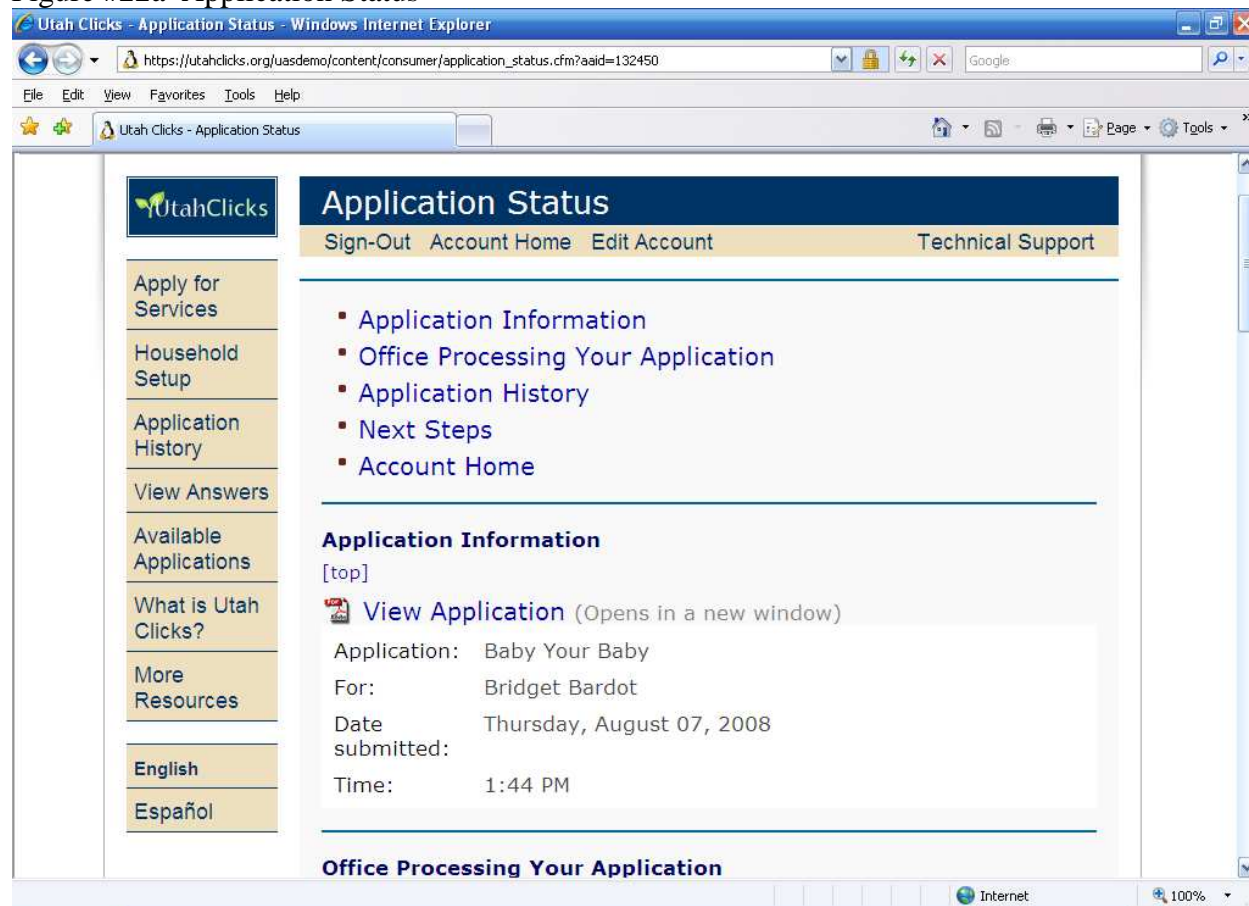
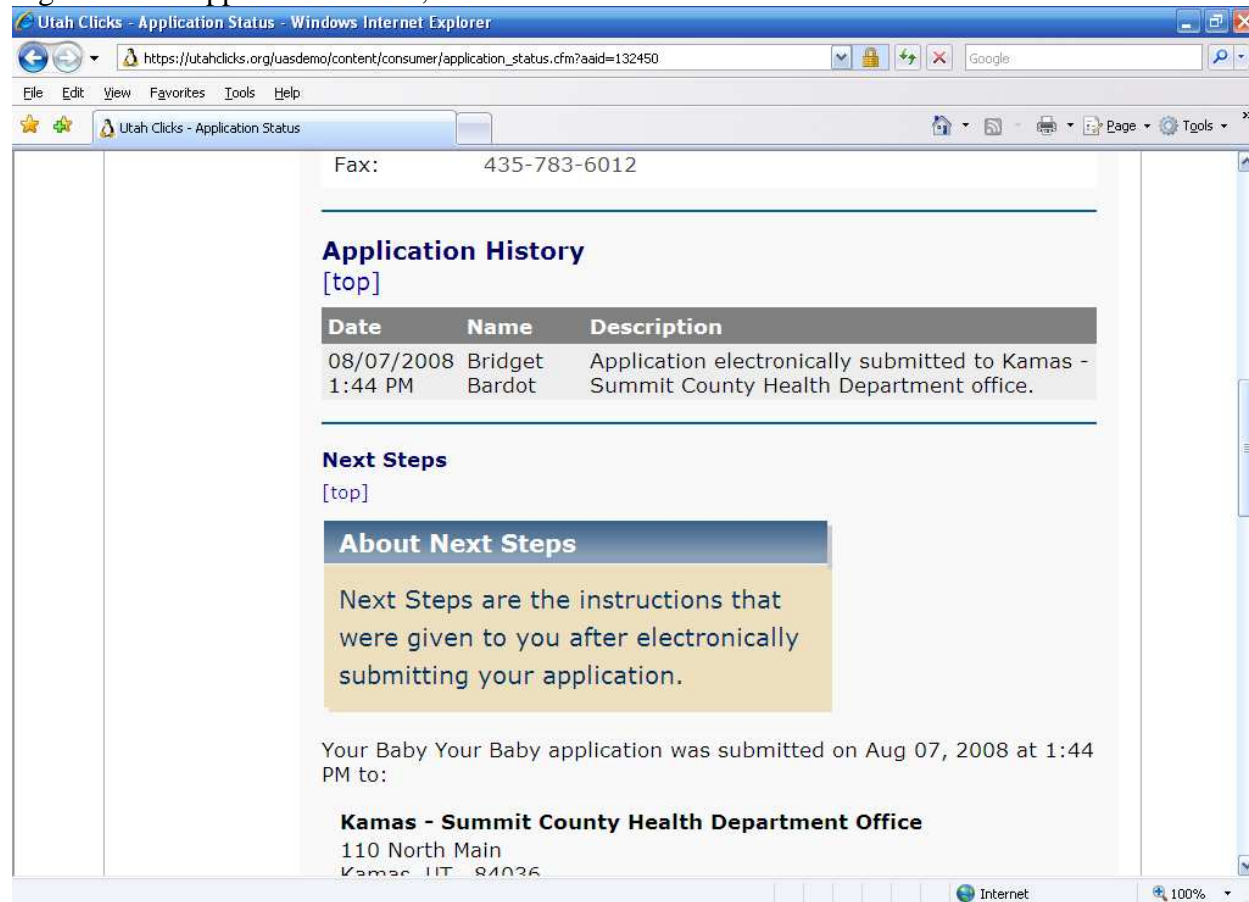


Figure #22b Application Status, cont.



III. BABY YOUR BABY - WORKER SIDE

A. LEVELS OF ACCESS

There are varying levels of access in the database and access to these levels is based on the type of security level that was requested for you by the program manager. Each level of access permits different management possibilities. At the top of the security hierarchy are the programmers of the database – Dynamic Screening Solutions personnel. Next are the various program managers for each of the programs included in the system - for Baby Your Baby it is the Utah Department of Health, Reproductive Health Program’s nurse consultant (see “Contacts” in Appendix A, page 38). Office Managers are in the next level. This level is generally utilized for all Baby Your Baby workers at Baby Your Baby offices around the state whether the agency has one site and one or more workers or multiple sites and workers. The intake worker sits at the bottom of the hierarchy and is not currently being utilized.

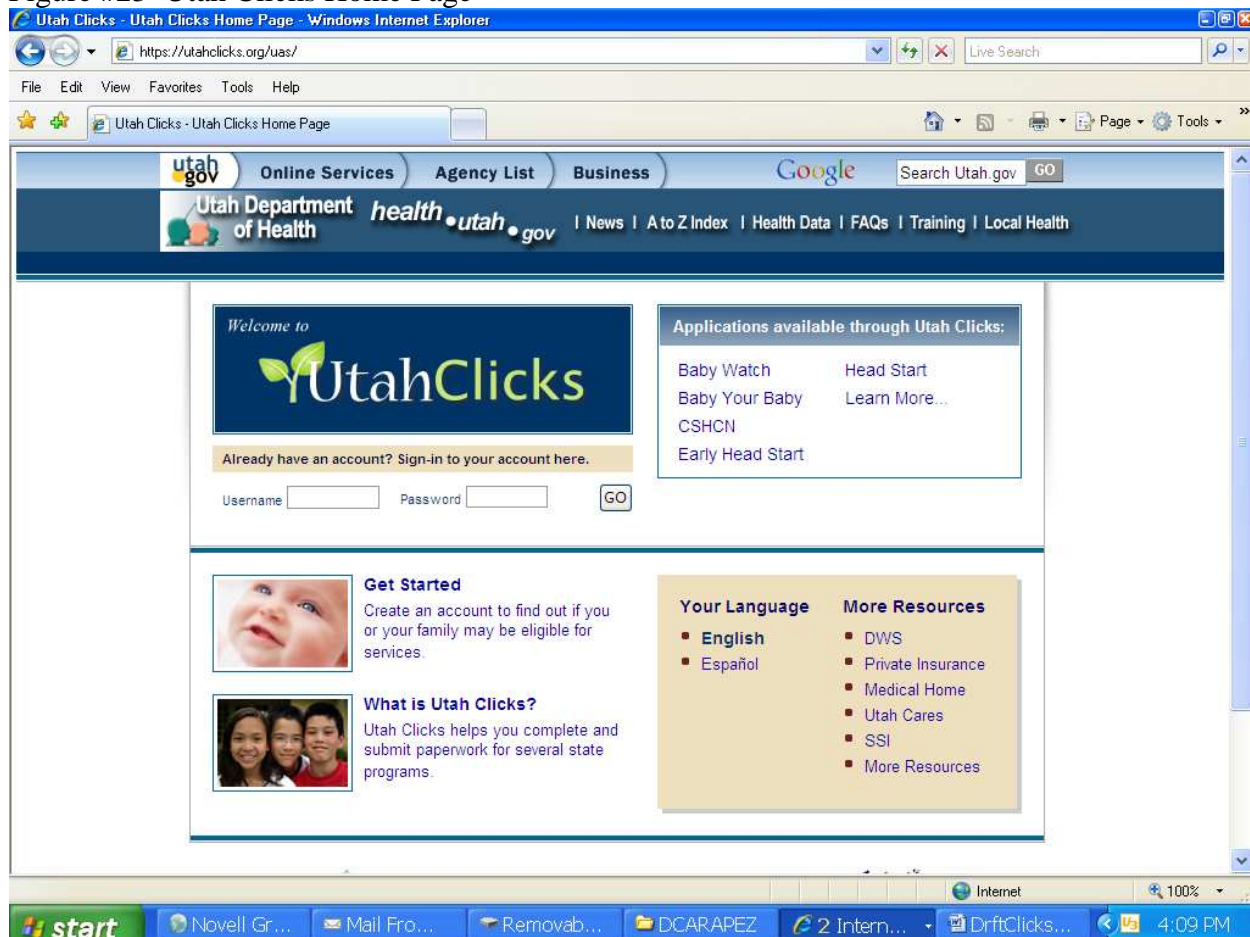
Each worker can access his/her own level in the database plus those below. It is not possible to access portions of the database above one’s assigned level. Thus, the program manager can create new offices, assign and delete office managers and intake workers and open all applications on the BYB portion of the system. Office managers can assign and delete intake workers, assign applications to workers, reassign applications to other offices and work any application coming into his/her office. The office manager cannot create new offices or office managers. The intake worker can receive applications and work assigned applications. He/she cannot assign applications to other workers, reassign applications to other offices and work any application other than those in his/her own box.

B. GETTING ACCESS TO THE SYSTEM

Before you can view electronic applications or manage them, you must first gain access to the system. This must be done on your behalf by the BYB Program Manager. This individual will request access to the appropriate security level in the Utah Clicks database for you from the system programmers, Dynamic Screening Solutions. The program manager will send you an e-mail with a user name and password needed to activate your account. Shortly thereafter, you will receive an e-mail from Dynamic Screening Solutions. In that e-mail is a very long Internet address (URL). Click on it. You will be taken to Utah Clicks and asked to enter “the password your supervisor gave you”. This is the password in the e-mail the program manager sent you. Enter it. Remember, it is case sensitive! You will then be asked to change that password. You **MUST** do this to activate your account. No one but you will have access to the password you enter. Please write it down but keep it in a secure area. Remember, the Utah Clicks database contains numerous names, addresses, phone and social security numbers as well as income, etc. Also, remember that when you are working with the database, if you leave your desk – **SIGN OUT!** Walking away from your desk with the program open also leaves the door open for anyone to access information in the system. You must maintain strict confidentiality of this database! When you no longer work with Baby You Baby please contact the program manager so your account can be closed. Also, do not share your password with anyone else including co-workers. If a co-worker needs access to Utah Clicks, have the individual contact the program manager so an account can be established for that person only.

Once you have activated your account, you can view and manage BYB applications. When you return to Utah Clicks to view and manage electronically submitted applications, you will enter the home page via the Internet address (URL): www.utahclicks.org Enter your user name and the new password you entered when you activated your account in the spaces provided and click on “GO” (see Figure #21, page 35).

Figure #23 Utah Clicks Home Page



The next page is your own account page and will be labeled with your database access level – office manager or intake worker. Please note - Depending on how your particular agency/site is set-up, your pages may open in a slightly different manner. If you have access to several sites within your agency, you will need to click on which site you wish to enter. For example: Davis County has three different Baby Your Baby sites within their district: Clearfield, Farmington and Woods Cross. Upon entering the management area, the worker will need to click on the office he/she wishes to enter. In the following figure, in the blue bar across from the Utah Clicks logo, “Office Administration” would be replaced by “Office Manager” (See Figure # 24, page 37).

Figure #24 Sample Baby Your Baby Worker Account Page

UtahClicks

Office Administration - Baby Your Baby, Salt Lake City - Oquirrh View Community Health Center

Sign-Out Account Home Edit Account Technical Support

Statistical Overview

Unassigned Applications (Non-archived) 0

Number of applications submitted today 0

Average number of applications submitted per day 0

[More Statistics](#)

Salt Lake City - Oquirrh View Community Health Center Intake Workers

Click the intake worker name to manage their applications.

Apps	Name	Username	
0	General Office (Manager)	generallov	Edit Delete
- Accounts that have not been activated.			
Add Intake Workers			

Number of Applications in Status

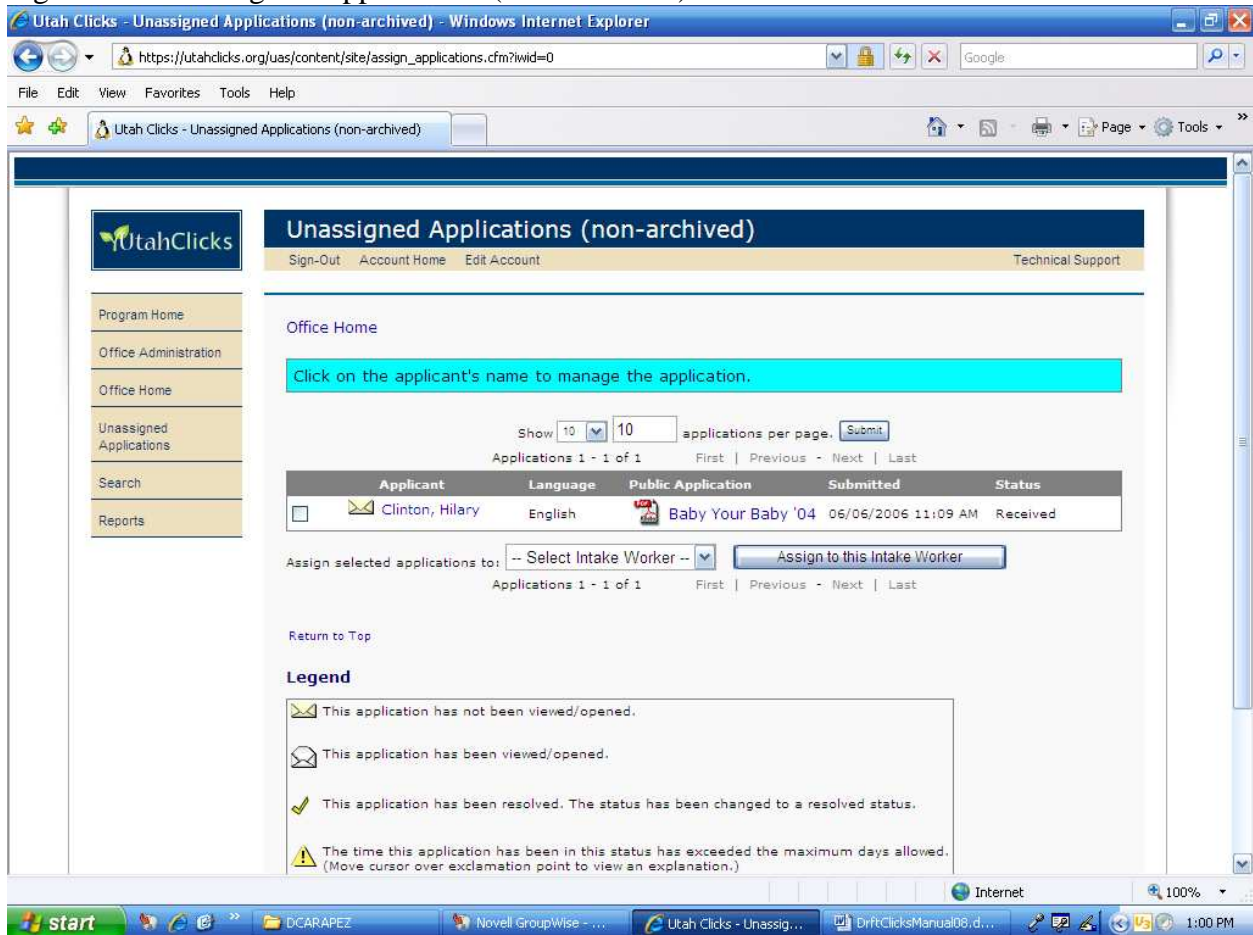
(for non-archived applications)

Denied - Applicant failed to follow through.	0
Denied - Applicant is on CHIP or PCN	0
Denied - Applicant earns too much money for his/her household size	0
Denied - Applicant is already on Medicaid	0
Reviewed	0
Denied - Applicant is not pregnant	0
Denied - Applicant has already received the one Baby Your Baby card allowed per pregnancy	0
Denied - Incomplete or inaccurate information on application	0
Pending	0
Resolved	0
Assigned	0
Approved	0
Denied - Applicant not a US citizen or legally admitted for permanent residence by BCIS	0
Received	0

C. ASSIGNING APPLICATIONS – FOR OFFICE MANAGERS

At the top left hand side of your own Office Manager home page is an area labeled “Statistical Overview” (see Figure #24, page 37). Under that heading is “Unassigned Applications”. On the left side bar is also a heading labeled, “Unassigned Applications”. By clicking on either of these areas you will be presented with a list of electronically submitted applications that have not yet been assigned to any worker (see Figure #25, page 38).

Figure #25 Unassigned Applications (Non-archived)



To assign an application to a worker, click on the box in front of the applicant’s name that you wish to assign. At the bottom of the list of applications is a drop down menu labeled, “Select Intake Worker”. Click on down arrow at the end of the box and in the drop down menu that will appear highlight the worker to whom the checked application is to be assigned and then click on “Assign to this Intake Worker”. The application will vanish from the “Unassigned Applications” area and appear in the selected worker’s box. You can also assign applications to other workers from your own in box following the same procedure. Intake workers are not able to assign applications to another worker.

D. YOUR INBOX - FOR OFFICE MANAGERS

Getting to your inbox -

To access an application to manage it, first enter the Utah Clicks home page at www.utahclicks.org. Enter your user name and password and click “GO” (see Figure #23, page 36). You will be taken to a page labeled “Office Administration–Baby Your Baby-(your office’s name, for example: Salt Lake City - Oquirrh View Community Health Center)”. On that page, go down to the left hand side of the page and under “your office’s name - Intake Workers”, click on your name- in this example – “General Office” (see Figure 26, page 39).

Figure #26 “Office Administration-Baby Your Baby-(your office’s name)

The screenshot shows the Utah Clicks Office Administration interface. The browser window title is "Utah Clicks - Office Administration - Baby Your Baby, Salt Lake City - Oquirrh View Community H - Windows Internet Explorer". The address bar shows "https://utahclicks.org/uas/content/site/index.cfm?sind=25". The page has a blue header with the UtahClicks logo and the title "Office Administration - Baby Your Baby, Salt Lake City - Oquirrh View Community Health Center". Below the header is a navigation bar with links: Sign-Out, Account Home, Edit Account, and Technical Support.

The main content area is divided into two columns. The left column contains a sidebar with links: Program Home, Office Administration, Office Home, Unassigned Applications, Search, and Reports. The right column contains a "Statistical Overview" section and a "Number of Applications in Status" section.

Statistical Overview

Unassigned Applications (Non-archived)	0
Number of applications submitted today	0
Average number of applications submitted per day	1

More Statistics

Salt Lake City - Oquirrh View Community Health Center Intake Workers

Click the intake worker name to manage their applications.

Apps	Name	Username	Edit	Delete
0	General Office (Manager)	generalov	Edit	Delete

Accounts that have not been activated.

Add Intake Workers

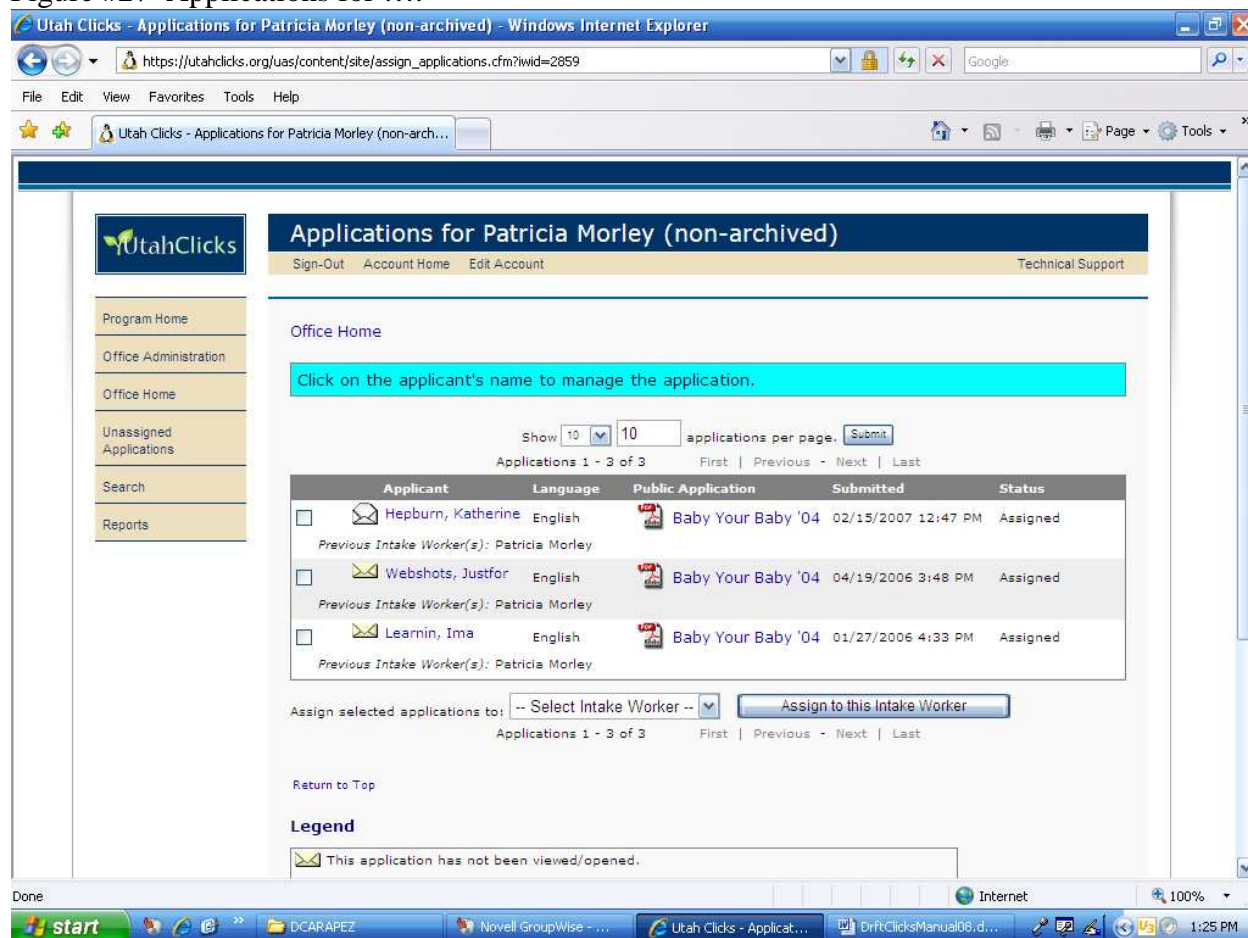
Number of Applications in Status

(for non-archived applications)

Denied - Applicant failed to follow through.	0
Denied - Applicant is on CHIP or PCN	0
Denied - Applicant earns too much money for his/her household size	0
Denied - Applicant is already on Medicaid	0
Reviewed	0
Denied - Applicant is not pregnant	0
Denied - Applicant has already received the one Baby Your Baby card allowed per pregnancy	0
Denied - Incomplete or inaccurate information on application	0
Pending	0
Resolved	0
Assigned	0
Approved	0
Denied - Applicant not a US citizen or legally admitted for permanent residence by BCIS	0
Received	1

The next page you see will be labeled “Applications for (your name)”. All of the unarchived applications assigned to you will be listed (see Figure #27, page 40).

Figure #27 Applications for



Navigating your inbox -

There are 5 headings in the “Applications for (your name)” box: “Applicant”, “Language”, “Public Application”, “Submitted”, and “Status” (see Figure #27, Applications for..., page 40). In front of the applicant’s name is an empty square. When selecting an application to assign, you will need to click on that box to let the computer know which application you are assigning. The little envelope in front of the applicant’s name indicates whether or not the application has been viewed. The envelope in front of an unviewed application is closed. Once it has been viewed, it will open. A green ✓ in front of the envelope indicates an application that has already received a resolution status (see pages 45-48 for information on resolutions status). An exclamation point in a yellow triangle in front of the envelope indicates that the application has remained in an unresolved status over 5 days.

Under “Applicant” the name of the applicant is listed. It is in light purple and underlined. Clicking on the name will take you to the “Manage Application” page. To the right of the “Application” heading, the application’s language is noted (English or Spanish) along with the type of application (“Public Application”) – it will always say Baby Your Baby. If you click on “Baby Your Baby” you can open the actual electronically submitted application. (See “Viewing an applicant’s Baby Your Baby application” below for details on opening the application.) The date and time that the application was electronically submitted appears under “Submitted”. The

heading on the far right of the box that is labeled “Status” indicates the application’s current status: received, reviewed, assigned, pending, approved or one of the reasons for denial.

Viewing an applicant’s Baby Your Baby application –

The little red icon under “Public Application” (see Figure #27, page 40) is a PDF file of the Baby Your Baby application submitted by the applicant or by you on behalf of the applicant. The PDF file is a read only file. Therefore, you may only view the application. Changes cannot be made to the application. This is to safeguard the applicant’s information – only she can change it by going in to her account page and clicking on the appropriate link on the right hand side under “Links”. Even if you were to type on the PDF document, the changes would be deleted when you close the file.

Assigning applications to other workers -

From your “Applications for (your name)” page (see Figure #27, page 40), as an office manager you may assign an application to another office manager or intake worker. (See the instructions under “III, C. Assigning Applications for Office Managers” on page 38). If an office manager assigns an application to a specific worker, the “Status” on the “Unassigned Applications” page and “Status” on the “Manage Applications” page will change to “Assigned”.

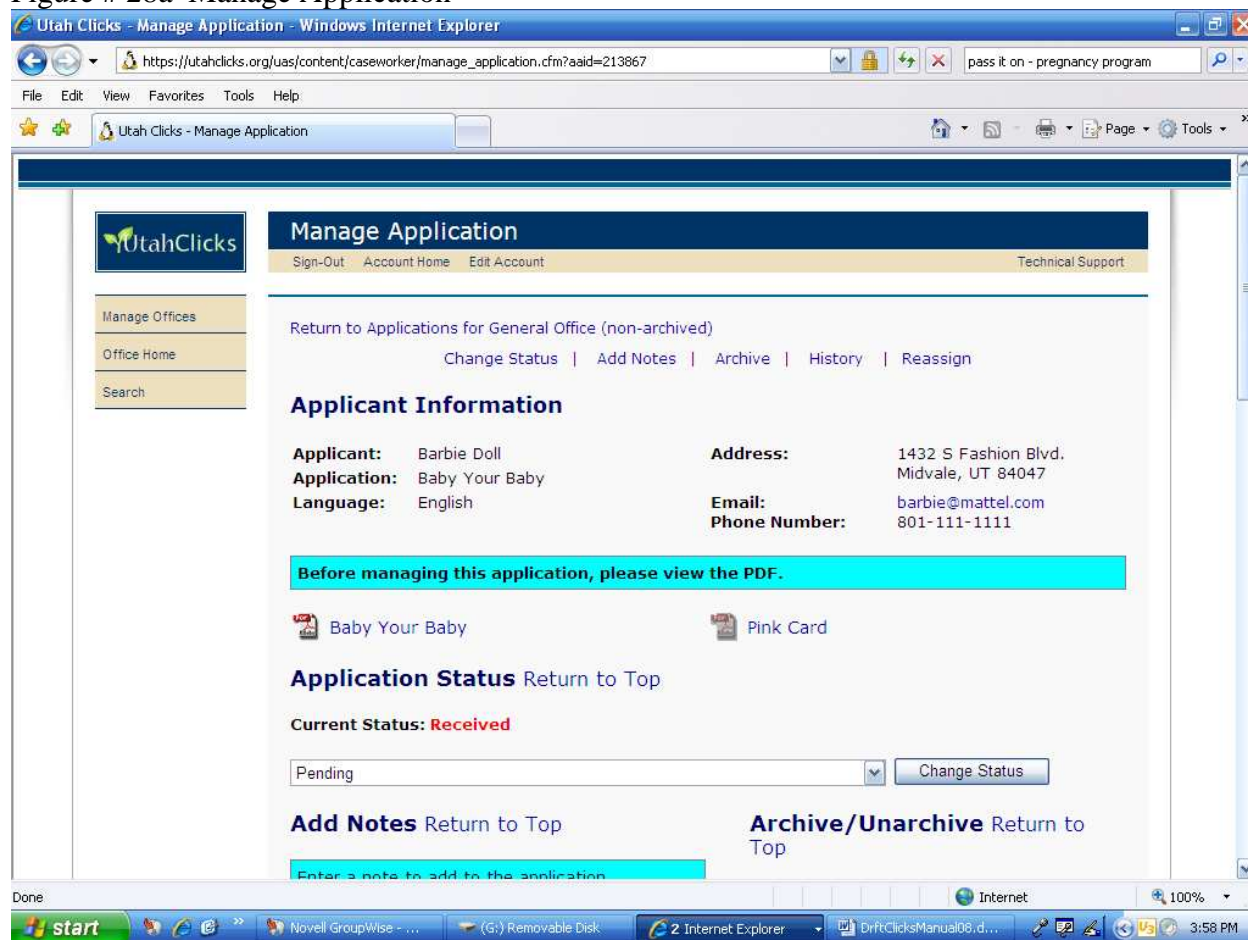
E. MANAGING AN APPLICATION FOR OFFICE MANAGERS AND INTAKE WORKERS

Note: As an office manager you can also manage an application from the “Unassigned Applications” area under “Statistical Overview” on your “Office Administration” page. Simply click on the applicant’s name and proceed as instructed below. However, it is recommended, although not required, that you assign the application to an office manager or intake worker in your agency as that allows the computer to track and indicate who has worked with the application as indicated in the “History” section on the “Manage Application” page.

To find your “Manage Application” page, first go to Utah Click’s home page (www.utahclicks.org), enter your user name and password and click “GO”. You will be taken to your “Office Administration” page (see Figure 26, page 39). On that page, in the lower left hand corner, in the box titled “Apps”, “Name”, “User Name”, click on your name. You will then be taken to your inbox. In your inbox click on the purple underlined name of the applicant whose application you want to manage. You will be taken to a page labeled “Manage Application” (see Figure 28a, page 42).

All of the various functions you need to manage the application - “Change Status,” “Add Notes,” “Archive,” “History” and “Reassign” - are on the “Manage Application” page. You can either scroll down the page or use the links at the top of the page to find the appropriate area (see Figure 28a Manage Application, page 42).

Figure # 28a Manage Application



Applicant information –

Under this heading is the applicant’s name, application type (again, it is always BYB), the language in which the application was submitted (English or Spanish), applicant’s address and, if applicable, the applicant’s e-mail. The e-mail address is a hot link and will allow you to e-mail the applicant directly from that point.

It is recommended that you view the application before managing it. To do so, simply click on the red PDF icon labeled “Baby Your Baby”. If desired, you may print a copy of the application. To return to the “Manage Application” page, simply click on “Close Window” in the upper right hand side of the application page. Also on the “Manage Application” page to the right of the Baby Your Baby icon is another PDF icon labeled “Pink Card”. See instructions under “Completing the Pink Card (page 48-49) for uses of that icon.

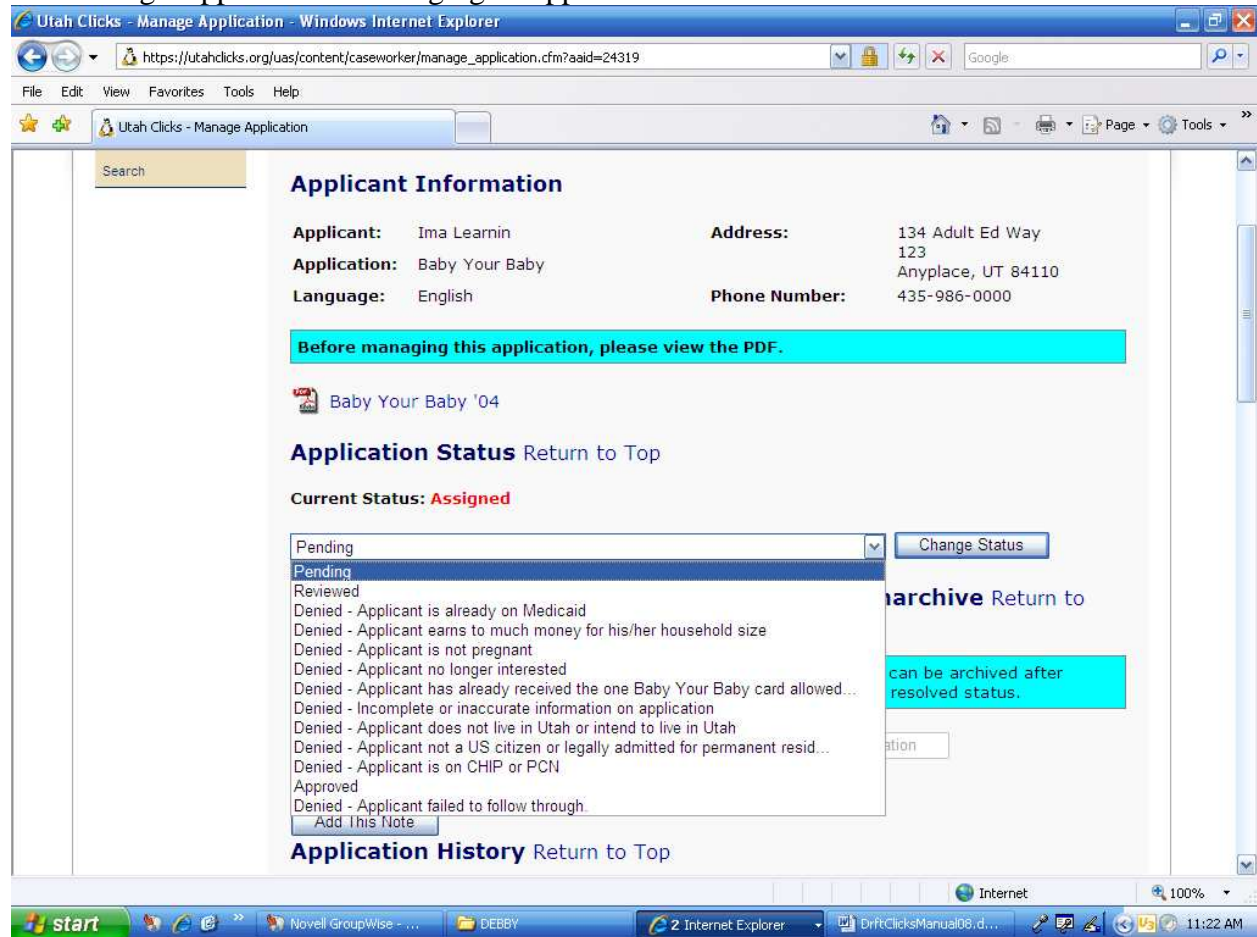
Application status – Changing an applicant’s status -

Beneath the “Applicant Information” section the current status is displayed in the “Application Status” area. Utilizing the status categories in this section to denote an applicant’s status is helpful to other co-workers and serves as a reminder to you of where any particular application is in the eligibility process. As you handle more and more applications, being able to tell at a

glance the status of an application can be time saving. Below is a description of the various application categories of status change.

To change an applicant's status, click on the down arrow at the end of the box under "Current Status". All the various status options will appear. Highlight the desired status and click on the box to the right labeled "Change Status". When you change an applicant's status, the change will appear in red next to "Current Status" (see Figure #28b, page 43) and be entered in the "Application History" section (see instructions, page 51). Please note: If you reassign an application to another worker, the status will automatically revert to "Assigned".

28b Manage Application – Changing an applicant's status



There are two categories of status changes. The first category does not represent the final resolution status of the application. Application status in any of the six categories below are not final resolutions can be changed by the intake worker or office manager at any time. These categories do not appear on the paper Baby Your Baby applications. The categories are:

- Received
- Reviewed
- Pending

The following reasons for denial also do not represent a final resolution status:

- Denied - Applicant no longer interested
- Denied - Incomplete or inaccurate information on application
- Denied - Applicant failed to follow through

The “Received” status is the label applied to all applications upon receipt by the system but prior to any processing by the Baby Your Baby worker. If all you have done to an application is to have opened it and reviewed it but the actual eligibility of the applicant is unknown, “Reviewed” is the appropriate category to select. If you have reviewed the application but the status cannot yet be determined, for example, you are waiting for the applicant to come in for a urine pregnancy test or to fax you a copy of her pregnancy test, “Pending” may be the best status to select until you are able to make a final determination of the applicant’s eligibility for Baby Your Baby.

The three non-resolving denial status categories noted above are also not on the paper Baby Your Baby applications. These should be utilized in the situations described below especially if you need to archive the application.

When an applicant submits an application electronically to an office, the applicant views a page entitled “Next Steps” (see Figures # 20a and 20b, pages 30-31). She is informed that she must call the office to which she sent her electronic application to schedule an appointment to complete the application process. The contact information for the office to which she sent her application is noted on the “Next Steps” page. Unfortunately, many women submit electronic applications and never call for an appointment leaving their “orphaned” application in your inbox. Those “orphaned” applications will remain in your box and an accumulation of them can make finding applications in your inbox a long process. This situation is avoided by archiving applications of women failing to call for appointments. How long you wish to wait between electronic submission of an application and follow-up by the applicant prior to archiving is left to the discretion of each Baby Your Baby site. For high volume sites, you may only want to wait two weeks before “orphaned” applications are archived. If your office receives fewer applications electronically, you may be able to wait longer for contact by the applicant prior to archiving the “orphaned” applications. Archived applications can be retrieved by performing an online search (see instructions under “F Searching for Applications”, page 55-57). Applications in the “received”, “reviewed” or “pending” status cannot be archived. You must give them either a final resolution (see pages 45-46) or change them to one of the three non-resolving denial categories listed above. In the case of the applicant who never calls for an appointment, “Denied - Applicant failed to follow through” would be the best status to select that would let you then archive that application.

At other times, the applicant may decide not to proceed with the eligibility process for various reasons. Again, to delete such applications from your in box you must assign one of the three non-resolving denial statuses. In this case, “Denied - Applicant no longer interested” is the best fit.

There are also cases in which an application is submitted with a name and little else on it. Even if the worker wishes to contact the client, she is unable to do so as the applicant has failed to provide enough information. Again, in order to clear the application from the inbox, the worker must assign a non-resolving denial reason. In these cases, “Denied - Incomplete or inaccurate information on application” is the appropriate selection.

If at a later time the applicant does follow-up, provides the lacking information or decides that she now is interested, her status can be changed. However, review the information on the application to assure it is still accurate, especially the income, if the month a final determination is made is different from the month the applicant submitted her application.

There are eight categories that are considered to “resolve” the application’s status. Seven of these categories appear on the back of the paper Baby Your Baby application. They are:

- You are not a U.S. citizen and have not been lawfully admitted for permanent residency by USCIS
- You do not live in Utah or intend to continue to live in Utah
- You are already on Utah Medicaid
- You have already had the one Baby Your Baby Card allowed per pregnancy
- For your household size, you earn too much money to get a Baby Your Baby Card
- You are not pregnant
- You are on CHIP or PCN

There is an additional category that results in a final resolution status of an application – “Approved”. For further instruction regarding this status, see “Approved Applications,” page 45.

For information on indications for utilization of each of the above final resolutions categories, please refer to the online Baby Your Baby Provider Manual found at: www.health.utah.gov/mihp under “Providers and Educators” in the “Training” section.

Once the application is given one of the final resolution categories, the status will appear in red next to “Current Status” as noted above. Additionally, in a blue text box the following message appears: “NOTE: This application has been resolved. The status SHOULD NOT be changed unless absolutely necessary.”

Approved Applications -

When you deny an application, other than adding any notes and archiving the application, the process is complete. With application approval, there are a few additional steps that must be completed.

Once you change an application to the “Approved” status, a page entitled “Application Resolution” will appear (see Figure #29, page 45).

Figure #29 Application Resolution

UtahClicks - Application Resolution - Windows Internet Explorer

https://utahclicks.org/uasdemo/content/caseworker/application_resolution.cfm?aaid=132461&sid=38&maid=26288

File Edit View Favorites Tools Help

UtahClicks - Application Resolution

UtahClicks

Application Resolution

Sign-Out Account Home Edit Account Technical Support

Return to Manage Application

Application Resolution

1) Eligible From:
(This question is required)
05/11/2009 Example: 12/01/2007

2) Eligible Thru:
06/30/09 Example: 12/01/2007

3) Estimated Date of Delivery:
12/21/2009 Example: 1/15/2008

4) Intake Worker Name:
Debby Carapezza

5) Intake Worker Phone Number:
801-538-9946 Example: 801-555-4444

6) Additional Notes:
Income should be 1,950/month & SSN corrected is 444-45-5444. Number 12=YES.

Save Information

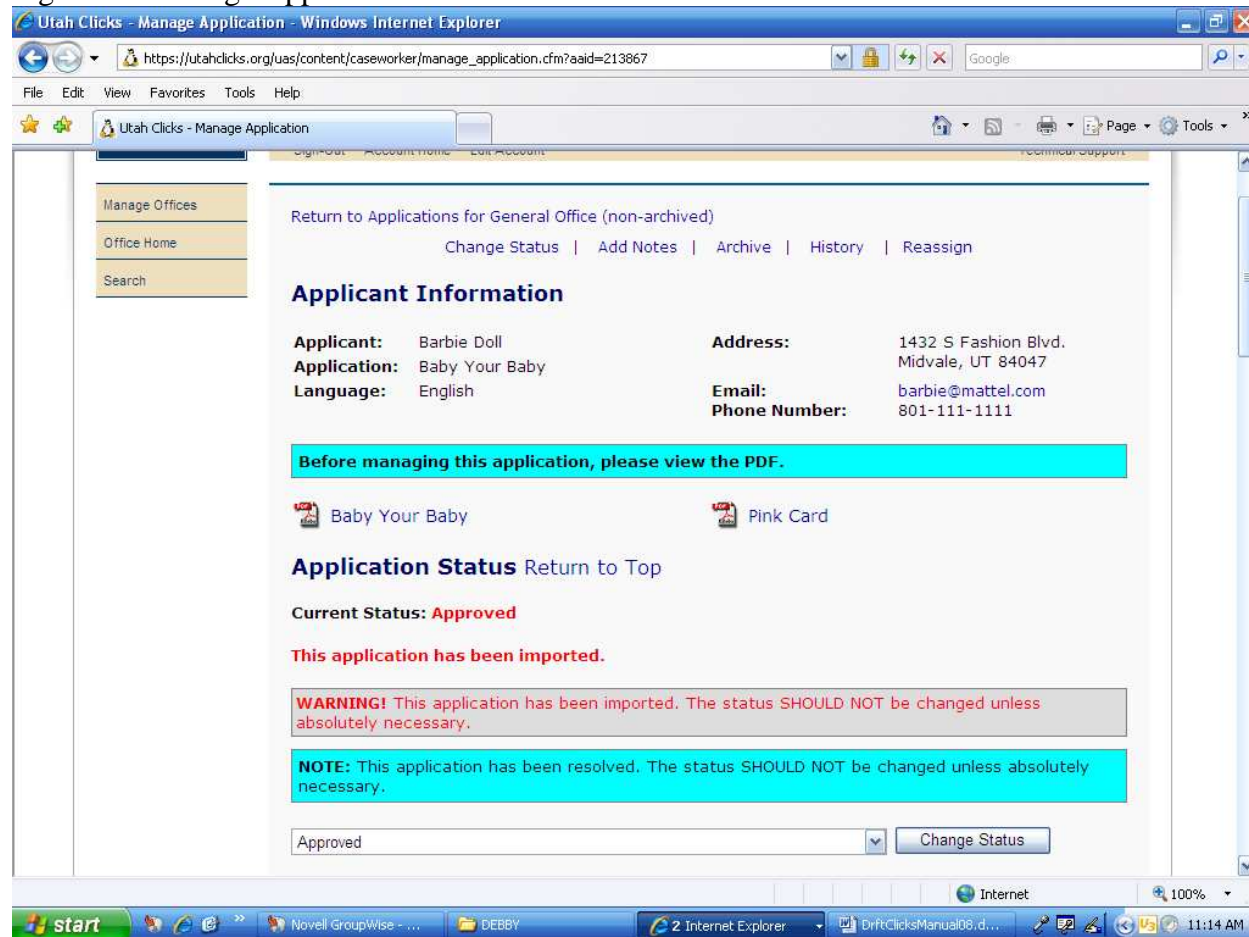
©2009 -- Dynamic Screening Solutions, Inc. -- www.go-dss.com -- All rights reserved -- TOA Version: 3.5.588

Remember that when the applicant submits her electronic application, the information is locked and is received in a read only (PDF) format. The PDF lacks eligibility dates and the applicant's EDD. Additionally, if the applicant has omitted information or made errors on the application, you will be unable to change them on the PDF. Also, there is no way on the PDF to add a program number should the applicant be eligible but not have her own social security number. However, this information along with corrections to the application is required in order to enter the applicant's information into the Medicaid computer. The "Application Resolution" page is the means by which this information, along with corrections, is provided to Medicaid. Enter the information in the text boxes one through five. In text box number six ("Additional Notes"), enter any corrections to the application, a program number ("dummy number") if one was issued to the applicant and include any missing information not noted on the PDF of the application. Note: When making corrections or changes to a question on the application, do not type out the entire question. Simply give the question number on the Baby Your Baby application and corrected responses (see Figure #29, page 45).

When you have completed the information, click on "Save Information" and the page will disappear. You will not be able to access this page again. However, you will need the information/corrections you entered in the text box on the "Application Resolution" page for your records should you or your co-workers need to access the application at a later date, the information needs to be available. Therefore, prior to clicking on "Save Information" at the bottom of the "Application Resolution" page, highlight the information you entered in the "Additional Notes" text box in number six and copy the information. Upon return to the "Manage Application" page, simply paste the copied information into the "Add Notes" section on that page and click on "Add Notes" to save it. You will want to type in the eligibility dates into the notes as well. (See "Add Notes," page 50)

"Approved", applications are automatically transmitted to Medicaid. As a result, electronically approved applications do not have to be faxed and mailed to Medicaid. Mailing or faxing a copy of an electronically approved application will only create confusion and more work for Medicaid. Once electronically received by Medicaid, it is "imported" into their computer system and the applicant's Baby Your Baby eligibility is officially recognized by Medicaid. Once this has been accomplished, under "Current Status" on the "Manage Application" page, the following message appears in red, "This application has been imported". Another text box in gray appears stating, "WARNING! This application has been imported. The status SHOULD NOT be changed unless absolutely necessary." (see Figure 28, page 46).

Figure 30 Manage Application – Final resolutions status



Help! I just entered the wrong resolution status!! -

Once an application is changed to one of the seven final denial resolution categories or to approved, neither the intake worker nor office manager can change the status again. If one of these categories is selected in error, the only way to change the application's status to another category is to contact one of the two program managers for the Baby Your Baby area of Utah Clicks. These individuals and their contact information are below:

Debby Carapezza, Nurse Consultant, Reproductive Health Program
Utah Department of Health
Phone: 801-538-9946
E-mail: dcarapezza@utah.gov

Marie Nagata, Baby Your Baby Hotline Coordinator
Utah Department of Health
Phone: 1-800-826-9662
E-mail: mnagata@utah.gov

It is suggested that you contact Debby first. If she is unavailable, contact Marie Nagata. Both contacts have voice mail. Please do not e-mail applicants' social security numbers as e-mails are not a secure form of information transmission. Also, remember that neither contact is available on Fridays. In case of an erroneous status change on a Friday, it is suggested that you e-mail or leave a voice mail message for one of them so the issue can be dealt with promptly on the next business day – Monday.

When calling a program manager to request a change, please specify the applicant's name and desired corrected status. If the change is to a denial reason, please specify which of the denial reasons is the correct status. If you erroneously approve an application you will also need to contact Medicaid's Cindy Page at 801-538-6489 or Shelly Wykoff at 801-538-9204. These two individuals enter Baby Your Baby applications into the Medicaid computer system and will need to promptly delete the erroneous application from their system.

Completing the Pink Card -

Once an application has been approved and the application resolution status page completed, you will need to complete a "Pink Card" (Baby Your Baby Identification Card) for the applicant. Blank Pink Cards are a pale pink 8 ½" X 11" sheet of paper printed on one side only. Pink Cards are obtained from the Baby Your Baby Hotline at 1-800-826-9662.

On the "Manage Application-Final Resolution" screen shot (see Figure #30, page 47) to the right of the red Baby Your Baby PDF icon is another red PDF icon labeled "Pink Card". Clicking on "Pink Card" will open another window containing the Baby Your Baby / Pink Card in the same format as the hard copy of the form (see Figure 31 page 49). Information entered by the applicant or you, acting on behalf of the applicant, has already populated the appropriate spaces on the Pink Card. The Utah Clicks system will also automatically enter your Baby Your Baby Office, its address and telephone number. However, some information is not present: eligibility dates, the applicant's signature, your signature and anything the applicant failed to note in her application. Also, any mistakes entered by the applicant or by you will be present on this form. Since it is a PDF, it is basically a read only document. However, to facilitate making corrections, adding missing information and to enter the eligibility dates (from – Thru), it is possible to type and make changes on this form. Be sure if the applicant failed to enter her social security number or if you had to enter a program number ("dummy number"), that it is present on the form.

When the document is closed all changes made to it will be deleted. Therefore, to print the Pink Card/Baby Your Baby Identification Card for the applicant you will need to add the eligibility dates and any other missing information and make any corrections on the form. Once that is accomplished, but prior to closing the document, place a blank Baby Your Baby Card in your printer. You will need to experiment to see which way to place the blank in your printer (face down, head first; face up head first, etc.). Print the card. After checking to make sure the card is correct and readable, click on "Close This Window" to return to the "Manage Application" page. The additions/corrections you made to the PDF will be deleted. Be sure that both you and the applicant sign the card. If desired, make a copy of the Pink Card for your records and give the original to the applicant.

Since the changes to the Pink Card will not be saved, be sure any changes you made appear in the "Notes" section on the "Manage Application" page. Most, if not all, changes to the application and the eligibility dates should already have been added to the notes at the time the approved resolution status was selected (see page 46).

Figure #31 Pink Card

Utah Clicks - Retrieving application - Windows Internet Explorer

https://utahclicks.org/uas/content/consumer/Application_Build.cfm

Utah Clicks - Retrieving application

Utah Clicks - View Application Close This Window

Please fill out the following form. You cannot save data typed into this form. Please print your completed form if you would like a copy for your records. Highlight Fields

Utah Department of Health
Community and Family Health Services Division
Presumptive Eligibility/Prenatal Program

IDENTIFICATION CARD

Eligibility from: MM DD YY Thru: MM DD YY

Client Name: Ella, Cinder
Last First MI

I.D. No: 333778888 Birth date: 06/23/1987
MM DD YY

Health Insurance: Living Princess Health Care

Baby Your Baby Office: Salt Lake City - Utah Department of Health
Accepts applications for Salt Lake County residents only

Address: Address: 84114-2001

Name of Insured: Cinder Ella

Phone #: 18008200662

Group #: ID #: CE12345

Employer: Fairy Tales Inc.

Signature of the Baby Your Baby Worker

I certify that the above information is correct. I understand that this card allows me to get outpatient, pregnancy related services. No delivery childbirth costs are covered by this card.

Send claims to:
Utah Department of Health
Bureau of Medicaid Operations
Box 143106
Salt Lake City, UT 84114-3106

Signature of Client Date

For billing or eligibility questions call:
Salt Lake area (801) 538-8155
Outside Salt Lake area call: 1.800.667.0451

WARNING: Changes to this card voids the card immediately.

Printed 6/07

Done

start 3 Internet Explorer (G:) Removable Disk Novell GroupWise - M... DriftClicksManual08.d... 1:22 PM

Add notes –

The “Add Notes” section is located immediately below the “Application Status” section on the “Manage Application” page (see Figure #32 Add notes and Archive/Unarchive, page 50). “Add Notes” may be utilized to share information with other BYB workers, to enter eligibility dates, missing or incorrect information on the PDF of the application that you copied and pasted from the “Application Resolution” page, and to contact or share information with the applicant.

Figure #32 Add Notes and Archive/Unarchive

Utah Clicks - Manage Application - Windows Internet Explorer

https://utahclicks.org/uasdemo/content/caseworker/manage_application.cfm?aid=132461

File Edit View Favorites Tools Help

Utah Clicks - Manage Application

Baby Your Baby U4 Pink Card

Application Status Return to Top

Current Status: Approved

NOTE: This application has been resolved. The status SHOULD NOT be changed unless absolutely necessary.

Approved Change Status

Approved
Resolves: Yes
This is the current status of the application.

Add Notes Return to Top

Enter a note to add to the application.

Hide this note from the applicant.

Add This Note

Archive/Unarchive Return to Top

This application can be archived.

Archive Application

Application History Return to Top

View Simple Notes

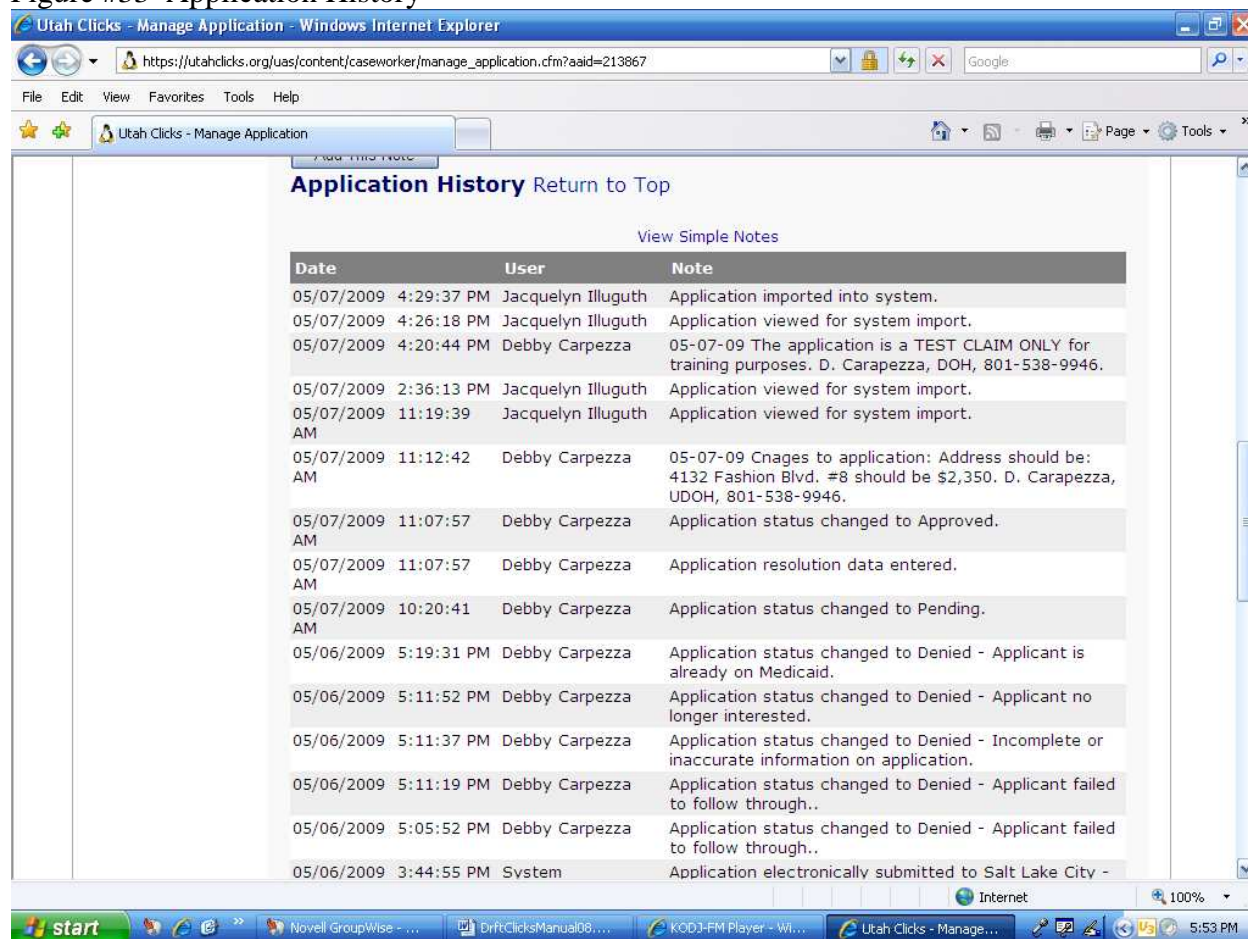
Date	User	Note
------	------	------

To share information with the applicant, it is necessary to unclick the “Hide this note from the applicant” box. You may find it helpful to add a note to the applicant in cases where she has failed to call for an appointment. This message will then appear on the applicant’s account page for her viewing. Attempting to contact the applicant is not required. When sharing information with other workers or with Medicaid, there is no need to share the information with the applicant and you simply can leave the “Hide this note from the applicant box” checked. All notes, whether they or for the applicant or not, should always be of a professional nature as would be the case with any chart notes. Remember upon completing the note to click on the box labeled “Add This Note.” Unless it is clicked, your note will not be saved. When saved, the text of your note will then appear in the “Application History” section further down the page.

Application History –

Also on the “Manage Applications” page is the section entitled “Application History” (see Figure #33, 51). This area allows you to view any notes you have added and can serve as a check to make sure notes have been saved. It also provides a complete history of the dates and times of an application’s submission, assignment, viewing, reassignment, status changes and the person(s) responsible for the activity. When receiving an application from another Baby Your Baby worker or from another site, it is wise to review the “Application History” section. The sample below contains many changes of status due to use as a teaching tool. Generally, your applications will have much shorter application history notes.

Figure #33 Application History



Date	User	Note
05/07/2009 4:29:37 PM	Jacquelyn Illuguth	Application imported into system.
05/07/2009 4:26:18 PM	Jacquelyn Illuguth	Application viewed for system import.
05/07/2009 4:20:44 PM	Debby Carpezza	05-07-09 The application is a TEST CLAIM ONLY for training purposes. D. Carpezza, DOH, 801-538-9946.
05/07/2009 2:36:13 PM	Jacquelyn Illuguth	Application viewed for system import.
05/07/2009 11:19:39 AM	Jacquelyn Illuguth	Application viewed for system import.
05/07/2009 11:12:42 AM	Debby Carpezza	05-07-09 Cnages to application: Address should be: 4132 Fashion Blvd. #8 should be \$2,350. D. Carpezza, UDOH, 801-538-9946.
05/07/2009 11:07:57 AM	Debby Carpezza	Application status changed to Approved.
05/07/2009 11:07:57 AM	Debby Carpezza	Application resolution data entered.
05/07/2009 10:20:41 AM	Debby Carpezza	Application status changed to Pending.
05/06/2009 5:19:31 PM	Debby Carpezza	Application status changed to Denied - Applicant is already on Medicaid.
05/06/2009 5:11:52 PM	Debby Carpezza	Application status changed to Denied - Applicant no longer interested.
05/06/2009 5:11:37 PM	Debby Carpezza	Application status changed to Denied - Incomplete or inaccurate information on application.
05/06/2009 5:11:19 PM	Debby Carpezza	Application status changed to Denied - Applicant failed to follow through..
05/06/2009 5:05:52 PM	Debby Carpezza	Application status changed to Denied - Applicant failed to follow through..
05/06/2009 3:44:55 PM	System	Application electronically submitted to Salt Lake City -

Archiving/Unarchiving Applications –

Once the applicant’s status has been changed to any of the final resolution denial categories or to a non-resolving denial category or has been “Approved”, the application may be archived (see Figure #32 Add Notes and Archive/Unarchive, page 50). Remember, applications left in “Received”, “Reviewed”, “Assigned”, or “Pending” cannot be archived and will remain in your inbox. It is recommended that you archive an application once you have denied or approved it or it has been “orphaned” for a significant amount of time. Maintaining a long list of unarchived applications in your inbox can become cumbersome. When the status of an application permits archiving, a blue box stating, “This application can be archived” will be present. Simply click on the “Archive Application” bar below the box and the application will disappear from your inbox but be retained in the Utah Clicks database. If at a later time you need to find an archived application, in the left side bar, click on “Search” (see “Searching for Applications” on page 55.)

To unarchive an application, after locating the application through an archive search, in the box at the bottom of the page, click on the client's name (See Figure #34 Results of Archive Search, page 52). This will take you to the "Manage Application" page where you can work with the application without even unarchiving the application. However, it is recommended that the application be unarchived and assigned to a worker so activity with the application can be tracked by the computer. This is especially important in offices where there are several Baby Your Baby workers working with the same applications.

Figure #34 Results of Archive Search

The screenshot shows a web browser window titled "Utah Clicks - System Search" with the URL https://utahclicks.org/uas/content/caseworker/system_search.cfm?srctype=archive#results. The interface includes a sidebar with "View Agency Users" and a main content area with search filters and results.

Search Filters:

- First Name:
- Last Name:
- SSN: (Format: 123456789)
- City:
- Email:
- Phone: (Format: 123-456-7890)
- Street:
- Zip Code:

Date Range for Search:

- Start Date:
- End Date:

Buttons: Perform Search, Clear Search results

Instructions: Click on the applicant's name to manage the application.

Results:

Show 10 applications per page. Submit

Applications 1 - 1 of 1 First | Previous - Next | Last

Applicant	Language	Public Application	Submitted v	Status
✓ Doll, Barbie	English	Baby Your Baby	05/06/2009 3:44 PM	Approved

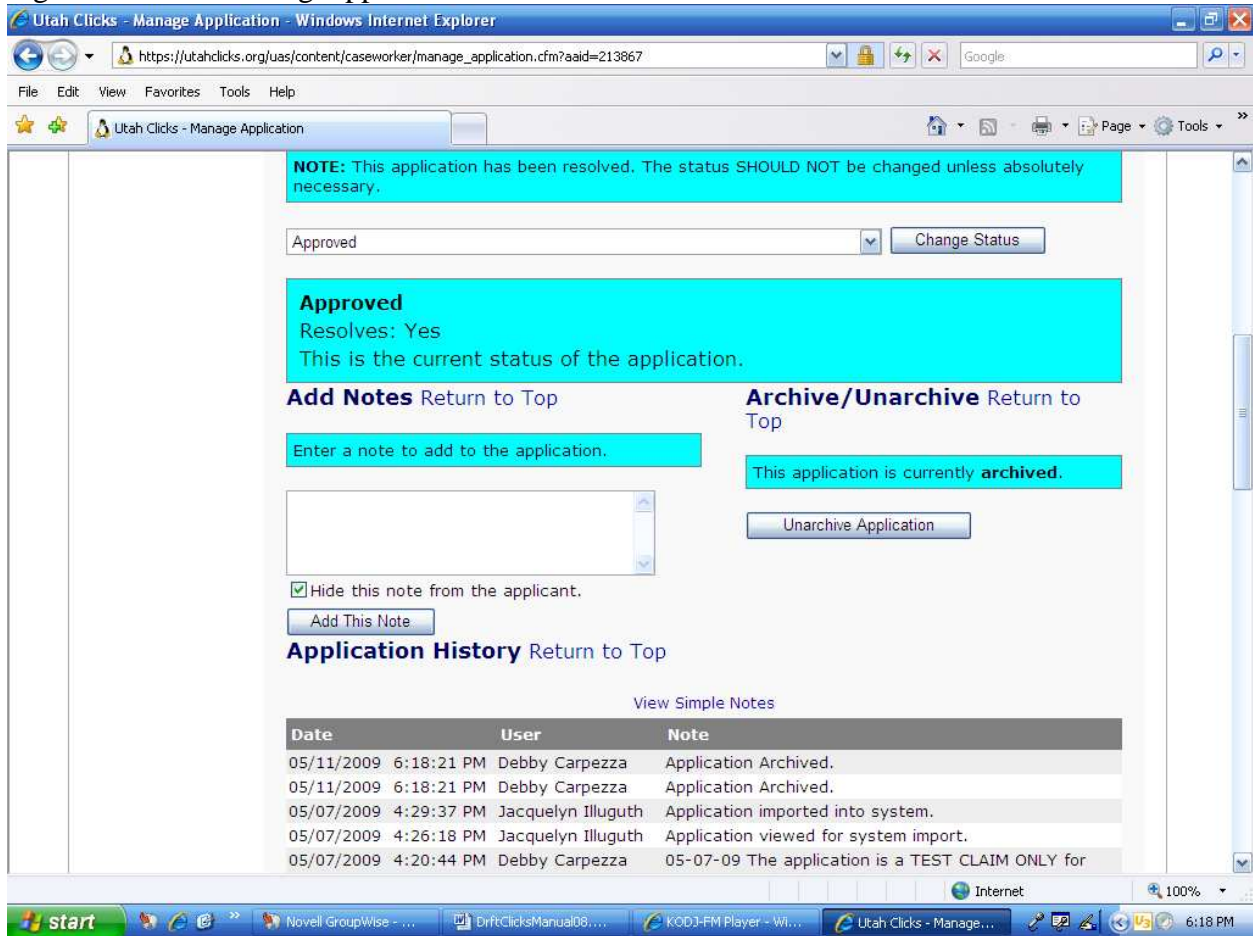
Previous Intake Worker(s): General Office

Applications 1 - 1 of 1 First | Previous - Next | Last

Return to Top

To unarchive an application, scroll down to the “Archive/Unarchive” area and click on “Unarchive” (see Figure #35 Unarchiving Applications, page 53). You may then assign and manage the application as previously noted.

Figure #35 Unarchiving Applications



Reassigning applications for Office Managers -

From time to time a woman may submit her application to the wrong office. She may simply have clicked the wrong button; did not know where her closest office was or there may not have been an office available online that was near her. It is also possible that the applicant anticipated moving to the area covered by the office to which she submitted her application. In any case, it is wise to attempt to contact the applicant – whether by phone or through a note on her account page - to see if reassigning the application is in her best interest. However, this contact is not required. Please closely observe the applicant’s confidentiality when attempting to contact her.

If it is determined that the application does need to be reassigned, in your box, click on the applicant's name. This will take you to the "Manage Applications" page. Scroll down to the bottom the page to the heading "Reassign Application to Another Office" (see Figure #36a Reassign Application to Another Office, page 54).

Figure #36a Reassign Application to Another Office

Utah Clicks - Manage Application - Windows Internet Explorer

https://utahclicks.org/uas/content/caseworker/manage_application.cfm?aid=214184

File Edit View Favorites Tools Help

Utah Clicks - Manage Application

This is the current status of the application.

Add Notes Return to Top

Enter a note to add to the application.

Archive/Unarchive Return to Top

This application can be archived after changing it to a resolved status.

Archive Application

☒ Hide this note from the applicant.

Add This Note

Application History Return to Top

View Simple Notes

Date	User	Note
05/07/2009 6:05:28 PM	Debby Carpezza	05-07-09 This is a test application only. D. Carpezza, UDOH, 801-538-9946.
05/07/2009 5:52:56 PM	Debby Carpezza	Application status changed to Pending.
05/07/2009 5:52:34 PM	Debby Carpezza	Application status changed to Reviewed.
05/07/2009 5:51:17 PM	Debby Carpezza	Application assigned to Patricia Morley
05/07/2009 5:47:30 PM	System	Application electronically submitted to Salt Lake City - Utah Department of Health office.

View Simple Notes

Reassign Application to Another Office -- Return to Top

start Novell GroupWise - ... Utah Clicks - Manag... (G:) Removable Disk DriftClicksManual08... 10:42 AM

Another page will appear with a listing of all available Baby Your Baby Offices throughout the state. They are listed in alphabetical order by city followed by the specific agency; for example - Cedar City, Southwest Utah Public Health Department. Click on the button in front of the office to which you want the application sent and, at the bottom of that section, click on “Reassign This Application to the Selected Office” (see Figure 36b, page 55). The application will disappear from your inbox and reappear under the “Unassigned Applications” section of the office to which you reassigned it.

Figure 36b Reassign Application to Another Office



F. SEARCHING FOR APPLICATIONS

All levels of access to the database may search for both unarchived (those applications still in the unassigned area or in someone’s inbox) and archived applications. To begin a search, click on “Search” in the left side bar of your inbox or on the “Manage Application” page. On the next “System Search” page you will need to specify whether the search is to focus on unarchived applications (“Applicant Search”) or archived applications (“Archive Search”).

Searching the Archives

When the “System Search” page opens, under “Search Type” click on “Archive Search” (see Figure #37 System Search – Archive Search, page 56). The system will permit you to search all archived applications in the Utah Clicks database. You will not need to complete all the information on the search page. You can search with partial information if needed. For example, if you are searching for an archived applicant’s file with the last name of “Johnson”, you can enter “John” and Utah Clicks will search for all last names containing the word “John”. There is also an option of searching by social security number or for a range of dates although

Baby Your Baby Offices rarely utilize that feature. After entering the appropriate information, click on “Perform Search” at the bottom of the page.

Figure #37 System Search - Archive Search

Utah Clicks - System Search - Windows Internet Explorer

https://utahclicks.org/uas/content/caseworker/system_search.cfm

File Edit View Favorites Tools Help

Utah Clicks - System Search

Sign-Out Account Home Edit Account Technical Support

Manage Offices
Manage Applications
Preferences
Search
Reports
View Agency Users

Search for Applicants/Archived Applications

You can search by partial information (except for social security numbers). For example, you can search for the person with a last name of "Johnson" by entering only "John" in the last name field. This will search for all last names containing "john".

Search Type: ☐ Applicant Search ☒ Archive Search

First Name: Street:

Last Name:

SSN: City:

Format: 123456789

Email:

Phone: Zip Code:

Format: 123-456-7890

Date Range for Search

Start Date:

End Date:

©2009 -- Dynamic Screening Solutions, Inc. -- www.go-dss.com -- All rights reserved -- TOA Version: 3.5.620

start Novell GroupWise - ... DriftClicksManual06... KODJ-FM Player - Wi... Utah Clicks - System ... 6:17 PM

Under “Archive Search Results” the information will be displayed in same format as an application listed under “Unassigned Applications” or in your inbox. By clicking on the applicant’s name, you will be taken to the “Manage Application” page and can continue per previous instructions in this section (See Figure #34 Results of Archive Search, page 52). If you are unable to find the application under “Archive Search”, perform a search of the active applications. See instructions for “Applicant Search” on page 57.

Applicant Search

To search for an application that is still in a worker's in box or is unassigned, click on "Search" in the left side bar. When the "System Search" page opens, under "Search Type", click on "Applicant Search". If an application is found under "Applicant Search", it will be displayed under "Applicant Search Results." It will provide the type of application (always Baby Your Baby), the electronic submission date and name of the office to which it was submitted (see Figure #38 Applicant Search, page 57).

Figure #38 Applicant Search

The screenshot shows a web browser window titled "Utah Clicks - System Search". The address bar shows the URL: https://utahclicks.org/uas/content/caseworker/system_search.cfm?srctype=applicant#results. The page contains a search form with the following fields:

- First Name: Ima
- Last Name: Learnin
- SSN: (empty)
- City: (empty)
- Email: (empty)
- Phone: (empty)
- Street: (empty)
- Zip Code: (empty)

Below the search form, there is a "Date Range for Search" section with "Start Date" and "End Date" fields. A "Perform Search" button and a "Clear Search results" link are present.

The search results section is titled "Applicant Search Results" with a "Return to Top" link. It shows "Show 10 addresses per page." and "Addresses 1 - 1 of 1". A "Submit" button is next to the "Show" dropdown. Below this, it says "Your search found 1 records." and lists the applicant's name "Ima Learnin".

There are two links: "Show Address Information" and "Submitted Applications: View Applications". The "Submitted Applications" link is highlighted in purple. Below this, there is a table with the following data:

Application	Date	Office
Baby Your Baby	01/27/2006	Salt Lake City - Utah Department of Health

At the bottom of the results section, it says "Addresses 1 - 1 of 1" and "First | Previous - Next | Last".

By clicking on the purple "View Applications" above the gray box, you will be taken to a page labeled "Applications for (applicant's name)". On that page it is possible to either click on the applicant's name and be taken to the "Manage Application" page or click on the PDF icon and open the actual application. To view the applicant's contact information, click on "Show Address Information" in purple to the left of the gray box.

G. SPANISH APPLICATIONS

Applications can be completed in English or Spanish. The appropriate language can be selected on the home page of Utah Clicks in the tan box on the right hand side of the page by clicking on either "English" or "Spanish" (see Figure 23, page 36). When you are managing the application, the language in which the application was submitted is noted after the applicant's name in the "Unassigned Applications (non-archived)" section (see Figure #25, page 38) or after the applicant's name in your own inbox. If you are not Spanish-speaking, it is suggested that you print out the application and place it beside the paper version of an English Baby Your Baby application. The question numbers are the same on the English and Spanish applications. You

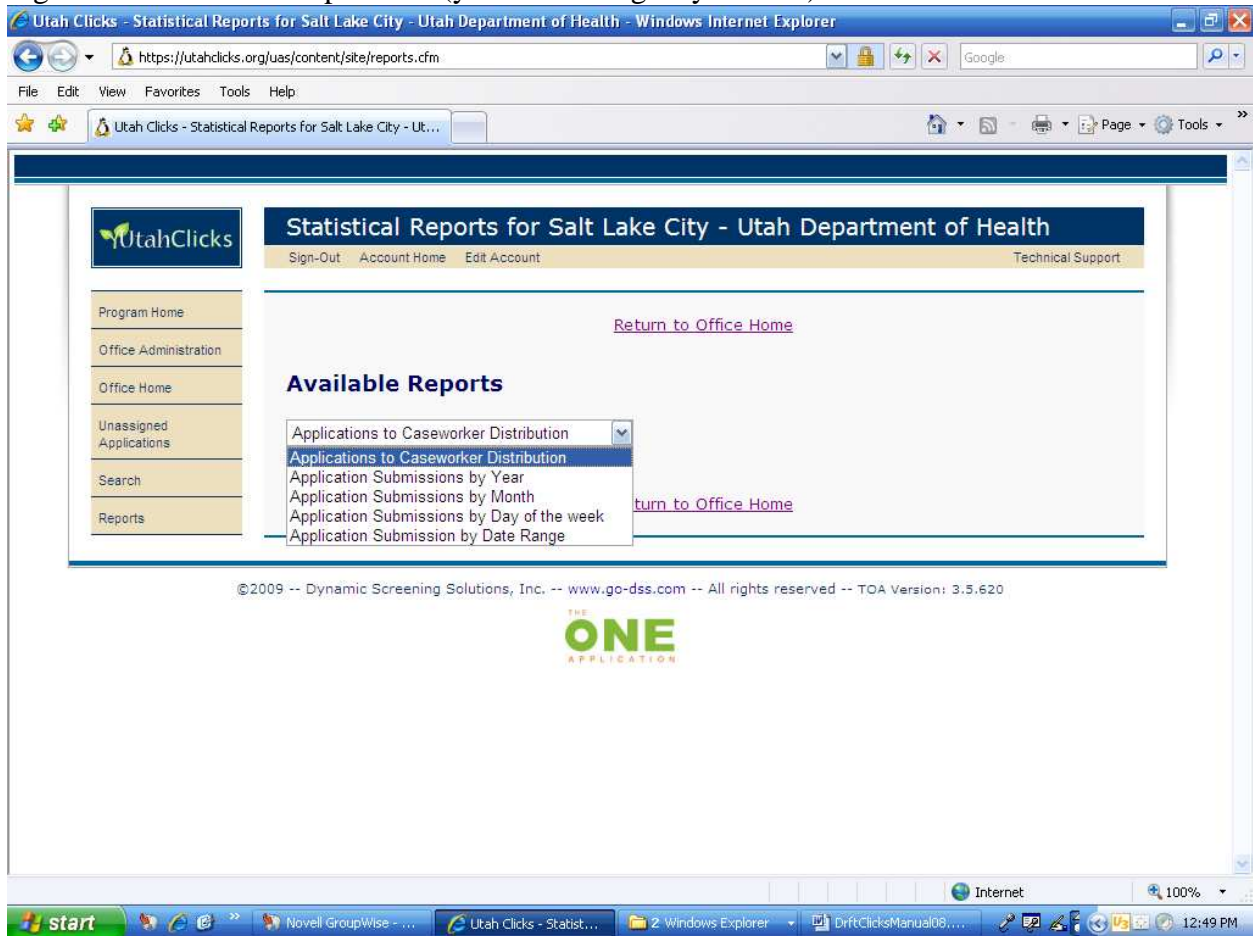
should be able to simply compare the two versions of the application to recognize the responses and to add the information for questions #12 through 17 on the paper BYB application.

H. REPORTS

On the home page of Utah Clicks or on your inbox page, in the left side bar is a heading labeled “Reports”. Clicking on this heading will take you to a page entitled “Baby Your Baby Reports”. You may also click on “More Statistics” under the “Statistical Overview” section on your management page (in the same area as “Unassigned Applications”). The following reports will be available to you depending on your level of access to the database (see Figure #39, page 58):

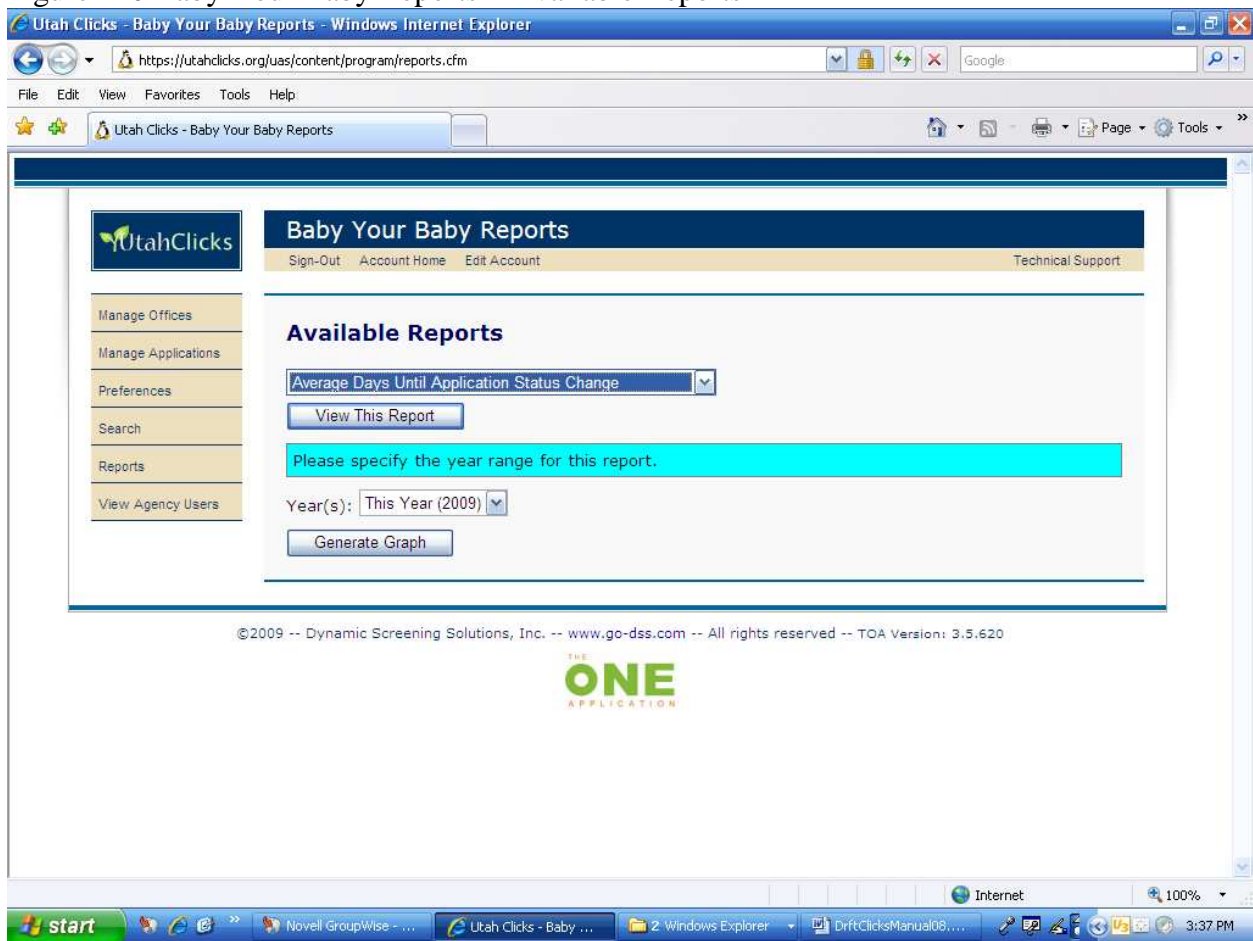
- Applications to Caseworker Distribution
- Application Submissions by Year
- Application Submissions by Month
- Application Submissions by Day of the week
- Application Submission by Date Range

Figure #39 Statistical Reports for (your district/agency’s name)



Highlight the desired report, click on “View This Report” and specify the year range you wish to have displayed (see Figure #40 Baby Your Baby Reports - Available Reports, page 59).

Figure #40 Baby Your Baby Reports – Available Reports



Then click on the “Generate Graph” button (see Figure #41, page 59).

Figure #41 Sample Baby Your Baby Report



IV. IMPLEMENTING UTAH CLICKS

Now that you have a good idea of how the system works, how can you “put it together” and make it work for you and your clients?

To start with, you will need to consider how using Utah Clicks will impact your work flow. If a woman calls inquiring about BYB or simply states she is pregnant and can't afford prenatal care, who is going to tell her about Utah Clicks – You? Your receptionist? Someone else in your office? That individual will need to be somewhat familiar with the system and know its Internet address (URL) and how your site is listed in the submission area. Are you going to have the woman make an online application and submit it to your office? Will you review it ahead of time and call her to schedule an appointment or do you want your receptionist to schedule that appointment when the woman makes her initial call? Once the application has been submitted, do you want to review the woman's application with her and obtain her history by phone interview? Does the woman have to come in at all if she has a copy of her proof of pregnancy and can fax it to you? If a woman comes into your office for BYB and she has not already submitted an online application to you, are you going to enter her information into Utah Clicks for her? Do you have space in your office where the woman can utilize a computer with Internet access and complete the application onsite and submit it to your office for immediate review? If a woman hand-carries a completed application into your office, will you work that application as a standard paper application or re-enter the information into Utah Clicks? These are some of the work flow issues you will want to address as you embark on this new phase of BYB. Below are some scenarios that may be helpful in designing your program.

Four Possible Scenarios

#1 An online application is submitted to your office with no previous contact with the applicant

A woman may hear about applying for BYB online through her own health care provider, on TV, through print media, etc. After completing her online application she may simply submit it to your office and it appears in the unassigned application section in your online Utah Clicks inbox. You can either call the woman to facilitate making an appointment to review her application or you could write an online note to her reminding her to call for an appointment. However, you are not required to do either of the above as it is the woman's responsibility to call you. Remember that after submitting her application, the woman was reminded on the “Next Steps” page to call the office to which she submitted her application to make an appointment to finish the process. If the woman calls, you can then follow your office protocol to complete the application process (see #2 below). If the woman fails to call after an extended period of time (2 weeks, 1 month – whatever you feel is reasonable), on the “Manage Application” page change the application status to “Denied – Applicant failed to follow through” and archive her application. Remember you can always unarchive it later should the applicant call.

#2 A woman calls for an appointment, completes an application online and submits it to your office

You have found a woman's application in your inbox and know that she has an appointment. You can review her application, print out a copy and change the application status to “Reviewed” on the “Manage Application” page or you can wait until the applicant arrives for her appointment to review it while she is present - if you are doing follow-ups in person - or review it with her by phone if you are providing that option to applicants. Remember to review all online applications closely as women often do not proof read their applications prior to submission and there may be mistakes, typos and missing information in them. Be sure to note

all corrections in the text box labeled “Additional Notes” on the “Application Resolution” page (see Figure #29 Application Resolution, page 45) if you approve the application. Regardless of whether or not you approve the application be sure all changes or additions to the application are entered into the “Add Notes” section on the “Manage Application” page. You will not need to mail or fax a copy of the application to Medicaid when you approve applications online. If the woman’s application for Baby Your Baby is approved, she should leave your office with a copy of her online Baby Your Baby application; her proof of pregnancy; a referral to WIC if she is not already enrolled in that program; the address of her Department of Workforce Office, the URL for the site where she can apply online for Medicaid (<https://utahhelps.utah.gov>) and a reminder to complete her Medicaid application as quickly as possible. If denied Baby Your Baby, be sure to provide the woman with a copy of her Baby Your Baby application that notes the reason for denial; her proof of pregnancy; a WIC referral if not already enrolled in that program and the address of her Department of Workforce Services Office (or the above URL to apply for Medicaid online) for a closer look at her eligibility by a Medicaid caseworker. You should have a hard copy of the application and a copy of the proof of pregnancy. Once all notes have been entered, archive the woman’s application.

Some sites print out applications submitted online and work them as paper applications. If this is done, remember that you will need to fax or mail a copy of the application to Medicaid. Also, remind the woman to make her Medicaid application as quickly as possible.

#3 A woman arrives in your office (or calls for a phone appointment) for her BYB appointment without submitting an online application

You could simply do a standard paper application. **OR**

Instead of doing the application by hand, open Utah Clicks to the home page and click on “Get Started!” – you don’t need to login for this. Read the questions to the applicant and enter them in the appropriate areas. You will need to issue the woman a user name and password. Be sure to share that information with her so she can return to her account page later. On the applicant’s “Account Home Page”, print out two copies of her application – one for her and one for your records. Submit her application to your site. Sign off. Return to the home page and enter your user name and password to sign in. Find the application under the unassigned application section. Assign it to yourself. Go to the “Manage Application” page and proceed as instructed under Section E, “Managing an Application for Office Managers and Intake Workers”. Again, if you approve the application, you will not need to fax or mail a copy of the application to Medicaid as it will be imported into the Utah Clicks inbox of the Medicaid worker automatically. By entering the woman’s information online versus doing a paper application, you also make her aware of other programs for which she or other family members may be eligible. You can utilize the “Applicant Account Information Form” to provide that information to her (see Appendix B, page 63). Finish the process as noted above in Scenario #2.

#4 A woman hand-carries in an application she did online but printed out rather than submit it electronically

You could work the application as a standard paper application. However, if you do a paper application, remember that you will need to fax or mail a copy of that application to Medicaid. You could also obtain the woman’s user name and password, with her permission, and submit her application to your site and proceed as instructed under Section E, “Managing an Application for Office Managers and Intake Workers” (see page 41). You could also re-enter her information into Utah Clicks as in Scenario 3, however, that is very time consuming.

V. REMINDERS

ALWAYS REMEMBER TO LOG OFF WHEN YOU ARE NOT AT YOUR COMPUTER TO PREVENT UNAUTHORIZED ACCESS TO THE DATABASE!

Remember to review all online applications closely for mistakes; typos and missing information and list corrections in the “Additional Notes” text box on the Medicaid “Application Resolution” page if you approve the application. Be sure to copy the additions/corrections noted in that text box to your “Add Notes” section.

If you have questions on how to implement Utah Clicks or need training in its utilization, call the nurse consultant for the Maternal and Infant Health Program at the Utah Department of Health (see Appendix A, page 63).

VI. APPENDICES

A. CONTACTS

Medicaid Contact Information

BYB REPRESENTATIVES’ QUESTIONS REGARDING WRONG SSNs, NAMES, ELIGIBILITY DATES, etc.:

Contact –

Cindy Page

E-mail: cindypage@utah.gov

Phone: 801-538-6489

or

Shelly Wykoff

E-mail: swykoff@utah.gov

Phone: 801-538-9204

CLIENT QUESTIONS REGARDING PROBLEMS WITH MEDICAID PAYMENT / BILLING:

Constituent services – Randa Pickle – 801-538-6417

Note: For problems with clients’ actual Medicaid applications, call the Department of Workforce Services’ Office of Constituent Affairs, at 1-866-435-7414 or 801-526-0950 (follow the prompts to file a Medicaid complaint).

PROVIDER PAYMENT ISSUES / QUESTIONS (Including questions from private providers, local health departments and community health centers):

Medicaid Operations (Information Line) – 1-800-662-9651 or 801-538-6155

HEALTH PLAN (HMO) QUESTIONS:

Health Program Representatives (HPR) –

Wasatch Front representatives call - 801-526-9422 or 1-866-608-9422

Rural areas - check with the local health departments

MEDICAID ELIGIBILITY QUESTIONS:

Jacky Stokes – 801-538-6418

Note: Jacky Stokes works in the area of Medicaid eligibility policy. As of July 2007, all Medicaid eligibility is determined by the Department of Workforce Services (DWS). For questions regarding a specific client's eligibility or denial for Medicaid which cannot be resolved via the DWS caseworker or supervisor at the office where the client made her Medicaid application, contact the DWS' Office of Constituent Affairs, at 1-866-435-7414 or 801-526-0950 (follow the prompts to file a Medicaid complaint)..

BABY YOUR BABY POLICY OR PROCEDURAL QUESTIONS:

Debby Carapezza – 801-538-9946 or e-mail dcarapezza@utah.gov

If Debby is unavailable and you need to have a final resolution status changed on Utah Clicks online application system, call the Baby Your Baby Hotline at 1-800-826-9662 and ask for Marie Nagata, Hotline Supervisor.

Updated: 11/10DAC

OTHER USEFUL, BUT NOT REQUIRED, BABY YOUR BABY FORMS:

B. Your Utah Clicks Account - The following form can be used to provide the applicant with information gathered during her Baby Your Baby intake that she will need at a later time. It is an optional form.

B. YOUR UTAH CLICKS ACCOUNT, ENGLISH

APPLICANT'S NAME _____

During your telephone appointment today, your Baby Your Baby application was filled out. However while completing your application for Baby Your Baby, the computer showed that you might also want to apply for the following programs checked below. These programs may also be of help to you or other members of your family.

- ☐ **Baby Watch**
- ☐ **Children with Special Health Care Needs**
- ☐ **Head Start**
- ☐ **Early Head Start**

You can make application for the above program by going online at any computer that can connect with the Internet – even computers in most libraries. If you are not able to complete the application checked above by computer, you can call the numbers listed below to talk to someone about how to fill out an application.

Medicaid - You can no longer apply for Medicaid via Utah Clicks. However, you can apply online at: <https://utahhelps.utah.gov>. For more information go to:

- In the Salt Lake area, call 801-538- 6155.
Outside of Salt Lake area, call 1-800-662-9651
- Baby Watch 1-800-961-4226
- Children with Special Health Care Needs 1-800-829-8200
- Head Start 801-584-8267
- Early Head Start 801-584-8267

If you wish to complete the additional applications by computer, follow the steps below:

Open the Internet

Enter the following Internet address (URL): www.utahclicks.org

On the home page for Utah Clicks, enter the user name and password written below in the spaces provided and click on “GO”. Remember that both your user name and password are case sensitive.

On the Utah Clicks home page enter the following user name: _____

In the boxed marked “ Password” type in: _____

You will be taken to your “**Account Home Page**”. If you want to change your password on your Account Home page in the tan bar at the top of the screen, click on “**Edit Account**”. On the “Edit Your Account” page under “Account Sign In”, enter the new password and, if desired, new user name in the spaces provided. Be sure to follow the directions under each box regarding the required number and type of characters needed for your user name and password. At the bottom right-hand side of the page, click on “Edit My Account”. Only YOU will know the new password, so be sure to remember it!

On your “**Account Home Page**” in the tan bar to the left of the page, click on “Available Applications”. On the next page click on any of the program names that you wish to apply for. A page will open that briefly describes the program. If you wish to apply for that program, click on “Apply for (Name of Program)” in purple at the bottom of the page. You may be asked a few additional questions. Some of them you may have already answered. Answer the questions, if needed, or if they are already completed simply click on “Continue”.

You will be taken to “**Select Applications**” page. This page lists all the possible programs you can apply for on Utah Clicks. Click off the green check mark in front of those you do not wish to apply for. Be sure to click the green check mark off of the box in front of Baby Your Baby since **you do not need to resubmit your Baby Your Baby application**. Once you have a check mark in all of the boxes of the applications you want to apply for, click on “Save and Continue” bar at the bottom of the page. You will be asked the additional questions needed to complete the other applications checked on this page. Information from your Baby Your Baby Application that is the same on the other applications (for example: your name, address, phone number, etc.) will already be present in the new programs for which you are applying.

Revised 05-13-09

C. YOUR UTAH CLICKS ACCOUNT, SPANISH

This form is identical to the English “Your Utah Clicks Account”.

SU CUENTA EN UTAH CLICKS

NOMBRE DEL SOLICITANTE_____

Durante su cita del teléfono de hoy, su aplicación para el programa Mime a su Bebe (Baby Your Baby) fue completada. Sin embargo mientras estaba completando su aplicación para el programa Mime a su Bebe (Baby Your Baby), la computadora mostró que usted también podría querer solicitar inscribirse en los programas siguientes que se muestran abajo. Estos programas también pueden ser de ayuda para usted o para otros miembros de su familia.

- ☐ **Programa observador del bebé (Baby Watch)**
- ☐ **Niños con Necesidades de Cuidado de Salud Especiales**
- ☐ **Programa Head Start**
- ☐ **Programa Early Head Start**

Usted puede inscribirse en los programas anteriores en línea usando cualquier computadora que se pueda conectar con el Internet – incluso las computadoras en la mayoría de las bibliotecas. Si usted no puede completar la solicitud verificada en la computadora, usted puede llamar los números enumerados abajo para hablar con alguien sobre cómo rellenar una solicitud.

- Medicaid 1-800-662-9651
- Programa Baby Watch (observador del bebe) 1-800-961-4226
- Niños con Necesidades de Cuidado de Salud Especiales 1-800-829-8200
- Programa Head Start y Programa Early Head Start 801-584-8267

Si usted desea completar las solicitudes adicionales en la computadora, siga los pasos siguientes:

Abra el Internet

Entre a la siguiente dirección de Internet (URL): www.utahclicks.org

En el lado izquierdo de la página UtahClicks, pulse el botón llamado “Usuario Recurrente”

En la página del usuario recurrente donde aparece Nombre del Usuario escriba:_____

En el espacio donde dice “Clave” escriba:_____

Su recordatorio para la clave de ingreso es:

Usted lo llevará a su “la Página Principal de su Cuenta.” Si usted quiere cambiar su clave en su página principal de su Cuenta en el lado de la mano derecha de la pantalla pulse el botón adelante “Edite Su Cuenta.” Siga las instrucciones. ¡Sólo USTED sabrá la nueva clave, así que esté seguro de recordarla!

En su “la Página Principal de su Cuenta” en el lado de la mano derecha de la pantalla bajo “Enlaces” pulse el botón “Defina Su Hogar” para que encuentre formas de inscripciones en la que usted o su hogar pueden ser elegibles.

A usted se le puede hacer algunas preguntas adicionales. Algunos de ellas que usted ya puede haber contestado. Conteste las preguntas, si es necesario, o si ya están contestadas simplemente pulse el botón “Continuar.”

La computadora le mostrará la pagina “Selección de Aplicaciones” Pulsando el botón adelante “Continuar” al fondo de la página usted se le preguntará preguntas adicionales necesarias para completar las otras inscripciones chequeadas en esta página. **Usted no necesitará volver a llenar su solicitud al programa Mime a su Bebe (Baby your Baby).**

Revisado 7/11/06